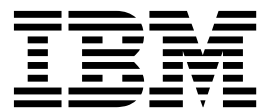


Power Systems

*IBM Flex System p270 Compute Node
Installation and Service Guide*



Power Systems

*IBM Flex System p270 Compute Node
Installation and Service Guide*



Note

Before using this information and the product it supports, read the information in “Safety notices” on page v, “Notices,” on page 487, the *IBM Systems Safety Notices* manual, G229-9054, and the *IBM Environmental Notices and User Guide*, Z125-5823.

This edition applies to IBM Power Systems servers that contain the POWER7 processor and to all associated models.

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Safety notices

Safety notices may be printed throughout this guide.

- **DANGER** notices call attention to a situation that is potentially lethal or extremely hazardous to people.
- **CAUTION** notices call attention to a situation that is potentially hazardous to people because of some existing condition.
- **Attention** notices call attention to the possibility of damage to a program, device, system, or data.

World Trade safety information

Several countries require the safety information contained in product publications to be presented in their national languages. If this requirement applies to your country, safety information documentation is included in the publications package (such as in printed documentation, on DVD, or as part of the product) shipped with the product. The documentation contains the safety information in your national language with references to the U.S. English source. Before using a U.S. English publication to install, operate, or service this product, you must first become familiar with the related safety information documentation. You should also refer to the safety information documentation any time you do not clearly understand any safety information in the U.S. English publications.

Replacement or additional copies of safety information documentation can be obtained by calling the IBM Hotline at 1-800-300-8751.

German safety information

Das Produkt ist nicht für den Einsatz an Bildschirmarbeitsplätzen im Sinne § 2 der Bildschirmarbeitsverordnung geeignet.

Laser safety information

The servers can use I/O cards or features that are fiber-optic based and that utilize lasers or LEDs.

Laser compliance

The servers may be installed inside or outside of an IT equipment rack.

DANGER

When working on or around the system, observe the following precautions:

Electrical voltage and current from power, telephone, and communication cables are hazardous. To avoid a shock hazard:

- Connect power to this unit only with the IBM provided power cord. Do not use the IBM provided power cord for any other product.
- Do not open or service any power supply assembly.
- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- The product might be equipped with multiple power cords. To remove all hazardous voltages, disconnect all power cords.
- Connect all power cords to a properly wired and grounded electrical outlet. Ensure that the outlet supplies proper voltage and phase rotation according to the system rating plate.
- Connect any equipment that will be attached to this product to properly wired outlets.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn on any equipment when there is evidence of fire, water, or structural damage.
- Disconnect the attached power cords, telecommunications systems, networks, and modems before you open the device covers, unless instructed otherwise in the installation and configuration procedures.
- Connect and disconnect cables as described in the following procedures when installing, moving, or opening covers on this product or attached devices.

To Disconnect:

1. Turn off everything (unless instructed otherwise).
2. Remove the power cords from the outlets.
3. Remove the signal cables from the connectors.
4. Remove all cables from the devices.

To Connect:

1. Turn off everything (unless instructed otherwise).
2. Attach all cables to the devices.
3. Attach the signal cables to the connectors.
4. Attach the power cords to the outlets.
5. Turn on the devices.

(D005)

DANGER

Observe the following precautions when working on or around your IT rack system:

- Heavy equipment—personal injury or equipment damage might result if mishandled.
- Always lower the leveling pads on the rack cabinet.
- Always install stabilizer brackets on the rack cabinet.
- To avoid hazardous conditions due to uneven mechanical loading, always install the heaviest devices in the bottom of the rack cabinet. Always install servers and optional devices starting from the bottom of the rack cabinet.
- Rack-mounted devices are not to be used as shelves or work spaces. Do not place objects on top of rack-mounted devices.



- Each rack cabinet might have more than one power cord. Be sure to disconnect all power cords in the rack cabinet when directed to disconnect power during servicing.
- Connect all devices installed in a rack cabinet to power devices installed in the same rack cabinet. Do not plug a power cord from a device installed in one rack cabinet into a power device installed in a different rack cabinet.
- An electrical outlet that is not correctly wired could place hazardous voltage on the metal parts of the system or the devices that attach to the system. It is the responsibility of the customer to ensure that the outlet is correctly wired and grounded to prevent an electrical shock.

CAUTION

- Do not install a unit in a rack where the internal rack ambient temperatures will exceed the manufacturer's recommended ambient temperature for all your rack-mounted devices.
- Do not install a unit in a rack where the air flow is compromised. Ensure that air flow is not blocked or reduced on any side, front, or back of a unit used for air flow through the unit.
- Consideration should be given to the connection of the equipment to the supply circuit so that overloading of the circuits does not compromise the supply wiring or overcurrent protection. To provide the correct power connection to a rack, refer to the rating labels located on the equipment in the rack to determine the total power requirement of the supply circuit.
- *(For sliding drawers.)* Do not pull out or install any drawer or feature if the rack stabilizer brackets are not attached to the rack. Do not pull out more than one drawer at a time. The rack might become unstable if you pull out more than one drawer at a time.
- *(For fixed drawers.)* This drawer is a fixed drawer and must not be moved for servicing unless specified by the manufacturer. Attempting to move the drawer partially or completely out of the rack might cause the rack to become unstable or cause the drawer to fall out of the rack.

(R001)

CAUTION:

Removing components from the upper positions in the rack cabinet improves rack stability during relocation. Follow these general guidelines whenever you relocate a populated rack cabinet within a room or building:

- Reduce the weight of the rack cabinet by removing equipment starting at the top of the rack cabinet. When possible, restore the rack cabinet to the configuration of the rack cabinet as you received it. If this configuration is not known, you must observe the following precautions:
 - Remove all devices in the 32U position and above.
 - Ensure that the heaviest devices are installed in the bottom of the rack cabinet.
 - Ensure that there are no empty U-levels between devices installed in the rack cabinet below the 32U level.
- If the rack cabinet you are relocating is part of a suite of rack cabinets, detach the rack cabinet from the suite.
- Inspect the route that you plan to take to eliminate potential hazards.
- Verify that the route that you choose can support the weight of the loaded rack cabinet. Refer to the documentation that comes with your rack cabinet for the weight of a loaded rack cabinet.
- Verify that all door openings are at least 760 x 230 mm (30 x 80 in.).
- Ensure that all devices, shelves, drawers, doors, and cables are secure.
- Ensure that the four leveling pads are raised to their highest position.
- Ensure that there is no stabilizer bracket installed on the rack cabinet during movement.
- Do not use a ramp inclined at more than 10 degrees.
- When the rack cabinet is in the new location, complete the following steps:
 - Lower the four leveling pads.
 - Install stabilizer brackets on the rack cabinet.
 - If you removed any devices from the rack cabinet, repopulate the rack cabinet from the lowest position to the highest position.
- If a long-distance relocation is required, restore the rack cabinet to the configuration of the rack cabinet as you received it. Pack the rack cabinet in the original packaging material, or equivalent. Also lower the leveling pads to raise the casters off of the pallet and bolt the rack cabinet to the pallet.

(R002)

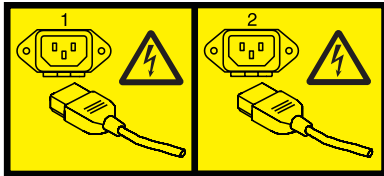
(L001)



(L002)



(L003)



or



All lasers are certified in the U.S. to conform to the requirements of DHHS 21 CFR Subchapter J for class 1 laser products. Outside the U.S., they are certified to be in compliance with IEC 60825 as a class 1 laser product. Consult the label on each part for laser certification numbers and approval information.

CAUTION:

This product might contain one or more of the following devices: CD-ROM drive, DVD-ROM drive, DVD-RAM drive, or laser module, which are Class 1 laser products. Note the following information:

- Do not remove the covers. Removing the covers of the laser product could result in exposure to hazardous laser radiation. There are no serviceable parts inside the device.
- Use of the controls or adjustments or performance of procedures other than those specified herein might result in hazardous radiation exposure.

(C026)

CAUTION:

Data processing environments can contain equipment transmitting on system links with laser modules that operate at greater than Class 1 power levels. For this reason, never look into the end of an optical fiber cable or open receptacle. (C027)

CAUTION:

This product contains a Class 1M laser. Do not view directly with optical instruments. (C028)

CAUTION:

Some laser products contain an embedded Class 3A or Class 3B laser diode. Note the following information: laser radiation when open. Do not stare into the beam, do not view directly with optical instruments, and avoid direct exposure to the beam. (C030)

CAUTION:

The battery contains lithium. To avoid possible explosion, do not burn or charge the battery.

Do Not:

- ___ Throw or immerse into water
- ___ Heat to more than 100°C (212°F)
- ___ Repair or disassemble

Exchange only with the IBM-approved part. Recycle or discard the battery as instructed by local regulations. In the United States, IBM has a process for the collection of this battery. For information, call 1-800-426-4333. Have the IBM part number for the battery unit available when you call. (C003)

Power and cabling information for NEBS (Network Equipment-Building System) GR-1089-CORE

The following comments apply to the servers that have been designated as conforming to NEBS (Network Equipment-Building System) GR-1089-CORE:

The equipment is suitable for installation in the following:

- Network telecommunications facilities
- Locations where the NEC (National Electrical Code) applies

The intrabuilding ports of this equipment are suitable for connection to intrabuilding or unexposed wiring or cabling only. The intrabuilding ports of this equipment *must not* be metalically connected to the interfaces that connect to the OSP (outside plant) or its wiring. These interfaces are designed for use as intrabuilding interfaces only (Type 2 or Type 4 ports as described in GR-1089-CORE) and require isolation from the exposed OSP cabling. The addition of primary protectors is not sufficient protection to connect these interfaces metalically to OSP wiring.

Note: All Ethernet cables must be shielded and grounded at both ends.

The ac-powered system does not require the use of an external surge protection device (SPD).

The dc-powered system employs an isolated DC return (DC-I) design. The DC battery return terminal *shall not* be connected to the chassis or frame ground.

Chapter 1. Introduction

The IBM® Flex System p270 Compute Node is based on IBM POWER® technologies. These compute nodes run in IBM Flex System Enterprise Chassis units to provide a high-density, high-performance compute-node environment with advanced processing technology.

The *Installation and User's Guide* includes the compute node information on the *IBM Flex System Enterprise Chassis Documentation* CD. All of the following information is in the document and also in the information center:

- Setting up the compute node
- Starting and configuring the compute node
- Installing optional hardware devices
- A reference to more information about installing supported operating systems
- Performing basic troubleshooting of the compute node

Packaged with the printed *Installation and User's Guide* are software CDs that help you to configure hardware, install device drivers, and install the operating system.

The compute node comes with a limited warranty. For information about the terms of the warranty and getting service and assistance, see the information center or the *Warranty and Support Information* document on the *IBM Flex System Enterprise Chassis Documentation* CD.

The compute node might have features that are not described in the documentation that comes with the compute node. Occasionally, the documentation might be updated to include information about those features. Technical updates might also become available to provide additional information that is not included in the original compute node documentation. The most recent version of all IBM Flex System Enterprise Chassis documentation is in the IBM Flex System Information Center.

The online information for the IBM Flex System Enterprise Chassis is available in the <http://publib.boulder.ibm.com/infocenter/flexsys/information/index.jsp>.

Related information:

 <http://www14.software.ibm.com/webapp/set2/sas/f/lopdiags/home.html>

 <http://publib.boulder.ibm.com/infocenter/flexsys/information/index.jsp>

Product registration

Record vital data about your compute node.

Vital product data

Print Table 1 and use it to record information about your compute node.

You will need this information when you register the compute node with IBM. You can register the compute node at <http://www.ibm.com/support/mynotifications>.

To determine the values for your compute node, use the management module and the **lsvpd** command. If you are running the Linux operating system, download and install the service and productivity tools for the Linux operating system to install the **lsvpd** command.

The model number and serial number are on the ID label that is behind the control panel door on the front of the compute node, and on a label on the side of the compute node that is visible when the compute node is not in the IBM Flex System Enterprise Chassis.

A set of blank labels comes with the compute node. When you install the compute node in the IBM Flex System Enterprise Chassis, write identifying information on a label and place the label on the bezel. See the documentation for your IBM Flex System Enterprise Chassis for the location of the label placement.

Important: Do not place the label where it blocks any ventilation holes on the compute node or the IBM Flex System Enterprise Chassis.

Table 1. Vital product data

Vital product data field	Vital product data	How to find this data
Product name	IBM Flex System p270 Compute Node	
Type model number	IBM Flex System p270 Compute Node: 7954-24X	• For FSM: – Chassis Manager in the management software web interface of the IBM Flex System Manager • For Hardware Management Console (HMC): 1. In the navigation area, click Systems Management > Servers. 2. In the content pane, select the server you want to work with. 3. Click Tasks > Properties. • For Integrated Virtualization Manager (IVM), see IVM lssyscfg command.

Table 1. Vital product data (continued)

Vital product data field	Vital product data	How to find this data
Serial number	_____ (7 characters)	- For FSM: - Chassis Manager in the management software web interface of the IBM Flex System Manager - For HMC: - In the navigation area, click Systems Management > Servers. - In the content pane, select the server you want to work with. - Click Tasks > Properties. - For IVM, see IVM lssyscfg command.
System unique ID	_____ (12 characters)	lsvpd grep SU command
Worldwide port number	_____ (12 characters)	lsvpd grep WN command
Brand	B0 (B followed by zero)	lsvpd grep BR command

Related documentation

Documentation for the IBM Flex System p270 Compute Node includes PDF files on the *IBM Flex System Enterprise Chassis Documentation* CD and in the information center.

The most recent version of all IBM Flex System Enterprise Chassis documentation is in the IBM Flex System Information Center.

PDF versions of the following documents are on the *IBM Flex System Enterprise Chassis Documentation* CD and in the information center:

- *Problem Determination and Service Guide*

This document contains information to help you solve problems, and it contains information for service technicians.

- *Safety Information*

This document contains translated caution and danger statements. Each caution and danger statement that appears in the documentation has a number that you can use to locate the corresponding statement in your language in the *Safety Information* document.

- *Warranty and Support Information*

This document contains information about the terms of the warranty and about getting service and assistance.

The compute node might have features that are not described in the documentation that comes with the compute node. Occasional updates to the documentation might include information about those features, or technical updates might be available to provide additional information that is not included in the documentation that comes with the compute node.

Review the IBM Flex System Information Center or the *Planning Guide* and the *Installation Guide* for your IBM Flex System Enterprise Chassis. The information can help you prepare for system installation and configuration. The most current version of each document is available in the IBM Flex System Information Center.

Related information:

 IBM Flex System Information Center

IBM documentation CD

You can run the *IBM Flex System Enterprise Chassis Documentation CD* on any personal computer that meets the hardware and software requirements.

The CD contains documentation for your compute node in a PDF file and includes the IBM documentation browser to help you find information quickly.

Hardware and software requirements

The IBM *Documentation CD* requires the following minimum hardware and software levels.

- Microsoft Windows XP Professional, Windows 2000, or Red Hat Enterprise Linux
- 100 MHz Microprocessor
- 32 MB of RAM
- Adobe Acrobat Reader 3.0 (or later) or xpdf viewer, which comes with Linux operating systems

Using the documentation browser

Use the documentation browser to browse the contents of the CD, to read brief descriptions of the documents, and to view documents by using Adobe Acrobat Reader or xpdf viewer.

About this task

The documentation browser automatically detects the regional settings in your system and displays the documents in the language for that region (if available). If a document is not available in the language for that region, the English-language version is displayed.

To start the documentation browser, use one of the following procedures:

- If Autostart is enabled, insert the CD into the CD or DVD drive. The documentation browser starts automatically.
- If Autostart is disabled or is not enabled for all users, use one of the following procedures:
 - If you are using a Windows operating system, insert the CD into the CD or DVD drive and click **Start > Run**. In the **Open** field, type the following string, where *e* is the drive letter of the CD or DVD drive, and click **OK**:
`e:\win32.bat`
 - If you are using Red Hat Enterprise Linux, insert the CD into the CD or DVD drive, and then run the following command from the `/mnt/cdrom` directory:
`sh runlinux.sh`

Select the compute node from the **Product** menu. The **Available Topics** list displays all the documents for the compute node. Some documents might be in folders. A plus sign (+) indicates each folder or document that has additional documents under it. Click the plus sign to display the additional documents.

When you select a document, a description of the document is displayed under **Topic Description**. To select more than one document, press and hold the Ctrl key while you select the documents. Click **View Book** to view the selected documents in Acrobat Reader or xpdf viewer.

To search all the documents, type a word or text string in the **Search** field and click **Search**. The documents in which the word or text string occurs are listed in order of the most occurrences. Click a document to view it, and press Ctrl+F to use the Acrobat Reader search function, or press Alt+F to use the xpdf viewer search function within the document.

Notices and statements

The CAUTION and DANGER statements in this document are also in the multilingual *Safety Information*. Each statement is numbered for reference to the corresponding statement in your language in the *Safety Information* document.

The following notices and statements are used in this document:

- **Note:** These notices provide important tips, guidance, or advice.
- **Important:** These notices provide information or advice that might help you avoid inconvenient or problem situations.
- **Attention:** These notices indicate potential damage to programs, devices, or data. An attention notice is placed just before the instruction or situation in which damage might occur.
- **CAUTION:** These statements indicate situations that can be potentially hazardous to you. A CAUTION statement is placed just before the description of a potentially hazardous procedural step or situation.
- **DANGER:** These statements indicate situations that can be potentially lethal or extremely hazardous to you. A DANGER statement is placed just before the description of a potentially lethal or extremely hazardous procedural step or situation.

Features and specifications of the IBM Flex System p270 Compute Node

Features and specifications of the IBM Flex System p270 Compute Node are summarized in this overview.

The IBM Flex System p270 Compute Node is a one-bay compute node and is used in an IBM Flex System Enterprise Chassis.

Notes:

- Power, cooling, removable-media drives, external ports, and Advanced System Management (ASM) are provided by the IBM Flex System Enterprise Chassis.
- The operating system in the compute node must provide support for the Universal Serial Bus (USB) to enable the compute node to recognize and communicate internally with the removable-media drives and front-panel USB ports.

Core electronics: 64-bit 2 x POWER7[®] processors IBM Flex System p270 Compute Node 1-bay: • 24-way SMP 1-bay compute node: 2 sockets, 2x6-core per socket at 3.1 or 3.4 GHz • 16 DIMM DDR3 slots. Maximum capacity is 512 GB. With hard disk drives (HDDs) or solid-state drives (SSDs) installed, supports 4 GB and 8 GB very low profile (VLP) DIMMs. With SSDs installed or in diskless configurations, also supports 16 GB and 32 GB low profile (LP) DIMMs. POWER7 IOC I/O hub x 2 for the IBM Flex System p270 Compute Node On-board, integrated features: • Service processor: IPMI, serial over LAN (SOL) • SAS controller • USB 2.0 Local storage: • Zero, one, or two SAS 2.5 in. 300 GB, 600 GB, or 900 GB HDDs • Zero, one, or two SATA 1.8 in. 177 GB SSDs with SAS-to-SATA conversion • Hardware mirroring supported	Network and storage adapter card I/O options: For a mapping of location codes, see “System-board connectors” on page 12. • 1 Gb Ethernet 4-port or 10 Gb Ethernet KR 4-port card or 8-port 10 Gb converged network adapter card in the I/O expansion card slots (P1-C18, P1-C19) of the IBM Flex System p270 Compute Node. • 8 Gb 2-port, 16 Gb 2-port, and 16 Gb 4-port Fibre Channel cards in I/O expansion card slot P1-C19 of the IBM Flex System p270 Compute Node. • 2-port 4X InfiniBand QDR network adapter form factor expansion card in the P1-C19 slot of the IBM Flex System p270 Compute Node. • 2-port 10 Gb RoCE card form factor expansion card in the P1-C19 slot of the IBM Flex System p270 Compute Node. • 3 Gb SAS ETE card in the I/O expansion card slot P1-C20 of the IBM Flex System p270 Compute Node. This card enables independent dual Virtual I/O Server (VIOS) on the two internal disk drives. Integrated functions: • Two 1 Gb Ethernet ports for communication with the management module • Automatic compute node restart • SOL over the management network • Single USB 2.0 on base system board for communication with removable-media drives • Optical media available by shared chassis feature	Environment: These compute nodes comply with ASHRAE class A3 specifications. For details, see the Environment specifications at http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.8721.doc/features_and_specifications.html. Size: • Height: 55 mm (2.2 in.) • Depth: 492 mm (19.4 in.) • Width: 215 mm (8.5 in.) Systems management: • Supported by IBM Flex System Enterprise Chassis management module (CMM) • Front panel LEDs • Management console: IBM Flex System Manager, Hardware Management Console (HMC), or Integrated Virtualization Manager (IVM) Note: The compute node can be managed by only one management console at a time. • Energy scale thermal management for power management, power oversubscription (throttling), and environmental sensing • Field core override to disable cores and save on licensing costs • Concurrent code update by using IBM Flex System Manager Update Manager, Inventory Collection, multiple VIOS, and PowerVM[®] Enterprise
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		Reliability and service features: • Dual alternating current power supply • IBM Flex System Enterprise Chassis: chassis redundant and hot-plug power and cooling modules • Boot-time processor deallocation • Compute node hot plug • Customer setup and expansion • Automatic reboot on power loss • Internal and chassis-external temperature monitors • ECC, chipkill memory • System management alerts • Light path diagnostics • Electronic Service Agent™ call-home capability Electrical input: 12 V dc Security: Fully compliant with NIST 800-131A. The security cryptography mode set by the managing device (CMM or FSM node) determines the security mode in which the compute node operates.
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See the ServerProven website for information about supported operating-system versions and all compute node optional devices.

What your compute node offers

The design of the compute node takes advantage of advancements in chip technology, memory management, and data storage.

The compute node uses the following features and technologies:

- **Service processor**

The service processor for the IBM Flex System p270 Compute Node provides support for the following functions:

- Intelligent Platform Management Interface (IPMI)
- The operating system
- Power control and advanced power management
- Reliability, availability, and serviceability (RAS) features
- Serial over LAN (SOL)
- Continuous health monitoring and control
- Configurable notification and alerts
- Event logs that are time stamped and saved in nonvolatile memory and that can be attached to email alerts
- Point-to-Point Protocol (PPP) support
- Remote power control
- Remote firmware update and access to critical compute node settings

- **Disk drive support**

The compute node supports either Serial Advanced Technology Attachment (SATA) solid-state drives (SSDs) or serial-attached SCSI (SAS) hard disk drives (HDDs) in one of the following configurations:

- Up to two 1.8 in. SATA SSDs
- Up to two 2.5 in. SAS HDDs

- **Impressive performance using the latest microprocessor technology**

The compute node comes with two POWER7 microprocessors for the IBM Flex System p270 Compute Node.

- **I/O expansion**

The compute node has connectors on the system board for optional PCI Express (PCIe) network adapter cards for adding more network communication capabilities to the compute node.

- **Large system memory capacity**

The memory bus in the IBM Flex System p270 Compute Node supports up to 512 GB of system memory. For the official list of supported dual-inline memory modules (DIMMs), see <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/> (<http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/>).

- **Light path diagnostics**

Light path diagnostics provides light-emitting diodes (LEDs) to help diagnose problems. An LED on the compute node control panel is lit if an unusual condition or a problem occurs. If this happens, you can look at the LEDs on the system board to locate the source of the problem.

- **Power throttling**

If your IBM Flex System Enterprise Chassis supports power management, the power consumption of the compute node can be dynamically managed through the management module. For more information, see http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/cmm_product_page.html or the IBM support site at <http://www.ibm.com/support/entry/portal/Overview>.

Chapter 2. Power, controls, indicators, and connectors

You can use the control panel to turn the compute nodes on or off and to view some controls and indicators. Other indicators are on the system board. The system board also has connectors for various components.

Compute node control panel button and LEDs

Compute node control panel button and LEDs provide operational controls and status indicators.

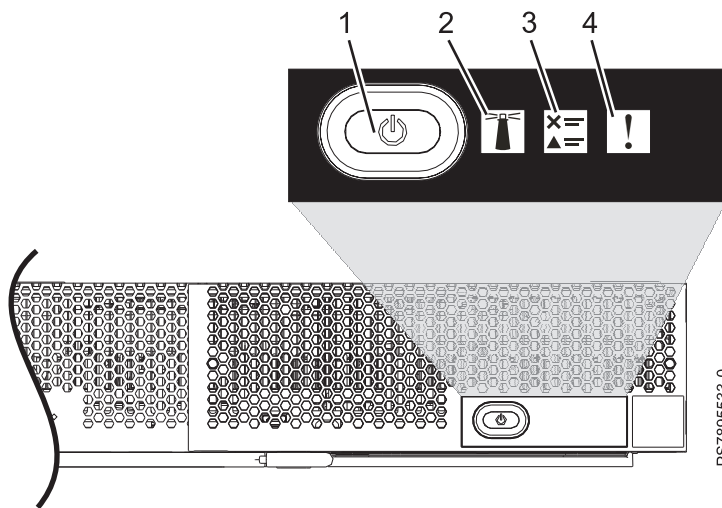


Figure 1. Compute node control panel button and LEDs

1. **Power-control button and light path LED:** Press this button to turn on or turn off the compute node or to view light path diagnostic LEDs.

The power-control button has an effect only if local power control is enabled for the compute node. Local power control is enabled and disabled through the web interface of the management module.

Press the power-control button for 5 seconds to begin powering down the compute node.

The green light path LED indicates the power status of the compute node in the following manner:

- Flashing rapidly: The service processor is initializing the compute node.
- Flashing slowly: The compute node has completed initialization and is waiting for a power-on command.
- Lit continuously: The compute node has power and is turned on.

Note: The enhanced service processor can take as long as 3 minutes to initialize after you install the compute node, at which point the LED begins to flash slowly.

2. **Location LED:** When this blue LED is lit, it has been turned on by the system administrator to aid in visually locating the compute node. The location LED can be turned off through the management console.
3. **Check log LED:** When this amber LED is lit, it indicates that an error for the compute node has been detected that must be addressed by the user. See the error log repository to further investigate this serviceable event. The LED can be turned off through the management console.

4. **Enclosure fault LED:** When this amber LED is lit, it indicates that a system error has occurred in the compute node. The compute-node error LED will turn off after one of the following events:
- Correcting the error
 - Reseating the compute node in the IBM Flex System Enterprise Chassis
 - Cycling the IBM Flex System Enterprise Chassis power

Related tasks:

“Viewing the light path diagnostic LEDs” on page 474

After reading the required safety information, look at the control panel to determine whether the LEDs indicate a suboptimal condition or an error.

Turning on the compute node

After you connect the compute node to power through the IBM Flex System Enterprise Chassis, you can start the compute node after the discovery and initialization process is complete.

About this task

To start the compute node, use one of the following methods:

Procedure

- Start the compute node by pressing the power-control button on the front of the compute node.

After you push the power-control button, the power-on LED continues to flash slowly for about 15 seconds, and then is lit solidly when the power-on process is complete.

Wait until the power-on LED on the compute node flashes slowly before you press the compute node power-control button. If the power-on LED is flashing rapidly, the service processor is initializing the compute node. The power-control button does not respond during initialization.

Note: The enhanced service processor can take as long as 3 minutes to initialize after you install the compute node, at which point the LED begins to flash slowly.

- Start the compute node automatically when power is restored after a power failure.

If a power failure occurs, the IBM Flex System Enterprise Chassis and then the compute node can start automatically when power is restored. You must configure the compute node to restart through the management module.

- Start the compute node remotely using the management module.

After you initiate the power-on process, the power-on LED flashes slowly for about 15 seconds, and then is lit solidly when the power-on process is complete.

Turning off the compute node

When you turn off the compute node, it is still connected to power through the IBM Flex System Enterprise Chassis. The compute node can respond to requests from the service processor, such as a remote request to turn on the compute node. To remove all power from the compute node, you must remove it from the IBM Flex System Enterprise Chassis.

Before you begin

Shut down the operating system before you turn off the compute node. See the operating-system documentation for information about shutting down the operating system.

About this task

To turn off the compute node, use one of the following methods:

Procedure

- Turn off the compute node by pressing the power-control button for at least 5 seconds.

Note: The power-control LED can remain on solidly for up to 1 minute after you push the power-control button. After you turn off the compute node, wait until the power-control LED is flashing slowly before you press the power-control button to turn on the compute node again.

If the operating system stops functioning, press and hold the power-control button for more than 5 seconds to force the compute node to turn off.

- Use the management module to turn off the compute node.

The power-control LED can remain on solidly for up to 1 minute after you initiate the power-off process. After you turn off the compute node, wait until the power-control LED is flashing slowly before you initiate the power-on process from the Chassis Management Module (CMM) to turn on the compute node again.

Use the management-module Web interface to configure the management module to turn off the compute node if the system is not operating correctly.

For additional information, see http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/cmm_product_page.html.

System-board layouts

Illustrations show the connectors and LEDs on the system board. The illustrations might differ slightly from your hardware.

System-board connectors

Compute node components attach to the connectors on the system board.

The following figure shows the connectors on the base-unit system board in the IBM Flex System p270 Compute Node.

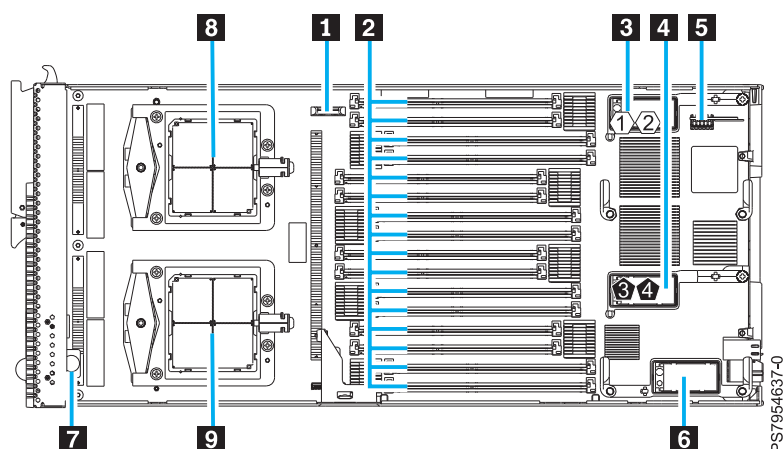


Figure 2. System-board connectors for the IBM Flex System p270 Compute Node

The following table identifies and describes the connectors for the IBM Flex System p270 Compute Node.

Table 2. Connectors for the IBM Flex System p270 Compute Node

Callout	IBM Flex System p270 Compute Node connectors
1	3 V lithium battery connector (P1-E1)
2	DIMM connectors (See Figure 3 on page 13 for individual connectors.)
3	I/O expansion card top connector for chassis bays 1 and 2 (P1-C18)
4	I/O expansion card bottom connector for chassis bays 3 and 4 (P1-C19)
5	Management card connector (P1-C21)
6	I/O expansion card ETE connector (P1-C20)
7	Light path card
8	Microprocessor 1 socket (P1-C22)
9	Microprocessor 2 socket (P1-C23)

The following figure shows individual DIMM connectors for the IBM Flex System p270 Compute Node system board.

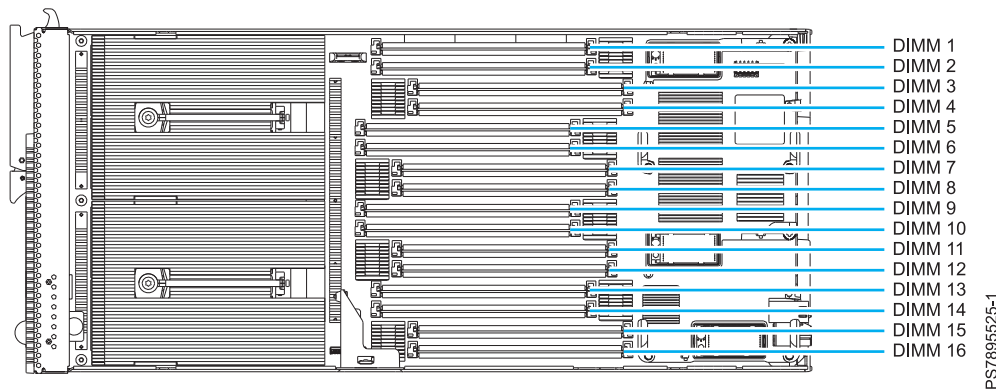


Figure 3. DIMM connectors for the IBM Flex System p270 Compute Node

System-board LEDs

Use the illustration of the LEDs on the system board to identify a light emitting diode (LED).

Press and hold the front power-control button to see any light path diagnostic LEDs that were turned on during error processing. Use the following figure to identify the failing component.

The following figure shows LEDs on the IBM Flex System p270 Compute Node.

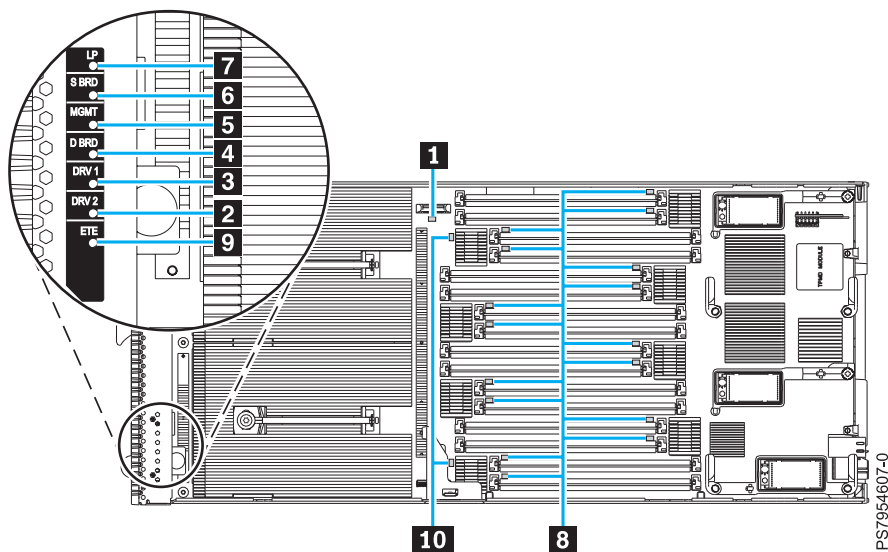


Figure 4. LED locations on the system board of the IBM Flex System p270 Compute Node

The following table identifies the light path diagnostic LEDs.

Table 3. IBM Flex System p270 Compute Node LEDs

Callout	Unit LEDs
1	3 V lithium battery LED
2	DRV2 LED (HDD or SSD)
3	DRV1 LED (HDD or SSD)
4	Drive board LED (solid-state drive interposer, which is integrated in the cover)
5	Management card LED
6	System board LED

Table 3. IBM Flex System p270 Compute Node LEDs (continued)

Callout	Unit LEDs
7	Light path power LED
8	DIMM LEDs
9	I/O expansion card ETE connector LED
10	Microprocessor LEDs

Input/output connectors and devices

The input/output connectors that are available to the compute node are supplied by the IBM Flex System Enterprise Chassis.

See the documentation that comes with the IBM Flex System Enterprise Chassis for information about the input/output connectors.

The Ethernet controllers on the compute node communicate with the network through the Ethernet-compatible I/O modules on the IBM Flex System Enterprise Chassis.

Chapter 3. Configuring the compute node

While the firmware is running Power on System Test (POST) and before the operating system starts, a POST menu with POST indicators is displayed. The POST indicators are the words *Memory*, *Keyboard*, *Network*, *SCSI*, and *Speaker* that are displayed as each component is tested. You can then select configuration utilities from the POST menu.

About this task

The following configuration utilities are available from the POST menu:

- **System management services (SMS)**

Use the system management services (SMS) utility to view information about your system or partition and to perform tasks such as setting up remote IPL, changing self-configuring SCSI device (SCSD) settings, and selecting boot options. The SMS utility can be used for AIX® or Linux partitions.

- **Default boot list**

Use this utility to initiate a system boot in service mode through the default service mode boot list. This mode attempts to boot from the first device of each type that is found in the list.

Note: This is the preferred method of starting the stand-alone AIX diagnostics from CD.

- **Stored boot list**

Use this utility to initiate a system boot in service mode by using the customized service-mode boot list that was set up by the AIX operating system when the operating system was first booted, or manually by using the AIX service aids.

- **Open firmware prompt**

This utility is for advanced users of the IEEE 1275 specifications only.

- **Management module**

Use the management module to change the boot list to determine which firmware image to boot, and to perform other configuration tasks.

Related tasks:

“Using the SMS utility” on page 18

Use the System Management Services (SMS) utility to configure the IBM Flex System p270 Compute Node.

Updating the firmware

IBM periodically makes firmware updates available for you to install on the compute node, on the management module, or on the expansion cards in the compute node.

Before you begin

Attention: Installing the wrong firmware update might cause the compute node to malfunction. Before you install a firmware update, read any readme and change history files that are provided with the downloaded update. These files contain important information about the update and the procedure for installing the update, including any special procedure for updating from an early firmware version to the latest version.

Important:

- To avoid problems and to maintain proper system performance, always verify that the compute node BIOS, service processor, and diagnostic firmware levels are consistent for all the compute nodes within the IBM Flex System Enterprise Chassis.
- For a detailed summary of update procedures for all IBM Flex System components, see the <http://www.ibm.com/support/entry/portal/docdisplay?lnocid=MIGR-5091991>.

To update the firmware of the compute node, use one of the following methods.

- The IBM Flex System Manager. See http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.8731.doc/updating_firmware_and_software.html.
- The Hardware Management Console (HMC). See Managed system updates.
- The Integrated Virtualization Manager (IVM), see Updating the Integrated Virtualization Manager.
- In-band operating system capabilities. These include the **update_flash** command for the Linux operating system and the AIX operating system or the **ldfware** command for the Virtual I/O Server.
- The firmware update function of AIX diagnostics.
- The firmware update function of the stand-alone *diagnostics boot image*.

Attention: Before the installation of the new firmware to the temporary side begins, the contents of the temporary side are copied into the permanent side. After the firmware installation begins, the previous level of firmware on the permanent side is no longer available.

Notes:

- You must use the default USERID account and password in the management software to access a Chassis Management Module (CMM) that is managing a chassis that contains Power Systems™ compute nodes.
- Before you update the firmware for one or more Power Systems compute nodes, make sure that the password for the default USERID account will not expire before the update is complete. If the password expires during a code update, then the Power Systems compute nodes might not reconnect to the management software, and each Power Systems compute node might have to be updated with the new password.
- Firmware updates can take some time to load. To expedite the initial setup process, you can begin to install your operating system while you wait for the firmware updates.

About this task

To install compute node firmware using an in-band method, complete the following steps:

Procedure

1. Download the IBM Flex System p270 Compute Node one-bay firmware.
 - a. Go to <http://www.ibm.com/software/brandcatalog/puresystems/centre/update>.
 - b. Select the update group that matches the IBM Flex System version to which you want to update. For example, select the Flex System 1.2.1 tab.
 - c. Select the updates for the applicable compute node.
 - d. Download the compute node firmware and any firmware required for installed devices, such as adapters or drives.

Note: Ensure that you download all files in the firmware update, including .rpm, .xml, dd.xml, and pd.sdd files as well as the readme.txt file.

- e. Use FTP to copy the update to a directory on the compute node (such as /tmp/fwrpms).
2. Log on to the AIX or Linux system as root, or log on to the Virtual I/O Server (VIOS) as padmin.
3. If you are logging on to VIOS, run the following command to obtain root access:
run oem_setup_env
4. Unpack the .rpm file.

For example, if you are installing the FW773 service pack 01AF773_051_033:

```
rpm -Uvh -ignoreos 01AF773_051_033.rpm
```

The output from the command should be similar to:

```
Preparing...                               ##### [100%]
 1:01AF773_051_033                         ##### [100%]
```

The resulting .img file is now in the /tmp/fwupdate subdirectory.

5. Install the firmware update with one of the following methods:
 - Install the firmware with the AIX **update_flash** command:

```
cd /tmp/fwupdate
/usr/lpp/diagnostics/bin/update_flash -f 01AFxxx_yyy_zzz.img
```
 - Install the firmware with the Linux **update_flash** command:

```
cd /tmp/fwupdate
/usr/sbin/update_flash -f 01AFxxx_yyy_zzz.img
```
 - Return to VIOS and install the firmware with the **ldfware** command on VIOS:

```
#exit
cd /tmp/fwupdate
ldfware -file 01AFxxx_yyy_zzz.img
```

Where *01AFxxx_yyy_zzz.img* is the name of the firmware image.

Note: You can also use the firmware update function of AIX diagnostics or the firmware update function of the stand-alone diagnostics boot image. For more information, see http://publib.boulder.ibm.com/infocenter/powersys/v3r1m5/topic/p7ha5/fix_aix_diags.htm.

6. Restart the compute node to apply the firmware update.
7. Run the following command in AIX or Linux to verify if the firmware update was successful:

```
lsmcode -A
```

Run the following command in VIOS to verify if the firmware update was successful:

```
lsfware -all
```

Starting the TEMP image

The system firmware is contained in separate temporary and permanent images in the flash memory of the compute node. These images are referred to as TEMP and PERM, respectively. The compute node normally starts from the TEMP image. Start the TEMP image before you update the firmware.

About this task

To start the TEMP image, see http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.psm.hosts.doc/dpsm_managing_hosts_power_firmware.html.

Verifying the system firmware levels

The diagnostics program displays the current system firmware levels for the temporary (TEMP) and permanent (PERM) images. This function also displays which image the compute node used to start.

Procedure

1. Start the diagnostics program.
 2. From the **Function Selection** menu, select **Task Selection** and press Enter.
 3. From the **Tasks Selection List** menu, select **Update and Manage System Flash** and press Enter.
The top of the **Update and Manage System Flash** menu displays the system firmware level for the PERM and the TEMP images and the image that the compute node used to start.
- Note:** If the TEMP image level is more current than the PERM image, commit the TEMP image.
4. When you have verified the firmware levels, press F3 until the Diagnostic Operating Instructions window is displayed, and then press F3 again to exit the diagnostic program.

Using the SMS utility

Use the System Management Services (SMS) utility to configure the IBM Flex System p270 Compute Node.

Starting the SMS utility

Start the SMS utility to configure the compute node.

Procedure

1. Turn on or restart the compute node, and establish an SOL session with it.
See the *IBM Chassis Management Module Command-Line Interface Reference Guide* for more information.
2. When the POST menu and indicators are displayed, and after the word Keyboard is displayed and before the word Speaker is displayed, press 1.
3. Follow the instructions in the window.

SMS utility menu choices

Select SMS tasks from the SMS utility main menu. Choices on the SMS utility main menu depend on the version of the firmware in the compute node.

Some menu choices might differ slightly from these descriptions:

- **Select Language**
Changes the language that is used to display the SMS menus.
- **Setup Remote IPL (Initial Program Load)**
Enables and sets up the remote startup capability of the compute node or partition.
- **Change SCSI Settings**
Changes the addresses of the self-configuring SCSI device (SCSD) controllers that are attached to the compute node.
- **Select Console**
Selects the console on which the SMS menus are displayed.
- **Select Boot Options**
Sets various options regarding the installation devices and boot devices.

Note: If a device that you are trying to select is not displayed in the **Select Device Type** menu, select **List all Devices** and select the device from that menu.

- **Firmware Boot Side Options**
Controls the booting of firmware from the permanent or temporary side.

Creating a CE login

If the compute node is running the AIX operating system, you can create a customer engineer (CE) login. The CE login is used to perform operating system commands that are required to service the system without being logged in as a root user.

About this task

The CE login must have a role of Run Diagnostics and must be in a primary group of System. This setting enables the CE login to perform the following tasks:

- Run the diagnostics, including the service aids, certification, and formatting.
- Run all the operating-system commands that are run by system group users.
- Configure and unconfigure devices that are not in use.

In addition, this login can enable the Shutdown Group so that the use of the Update System Microcode service aid and the shutdown and the reboot operations are available.

The preferred CE login user name is qserv.

Configuring processor cores

Learn how to increase or decrease the number of active processor cores in the compute node.

You can order your IBM Flex System p270 Compute Node with a feature that instructs the factory to reduce the number of active processor cores in the compute node to reduce software licensing costs. The factory uses the field core override option to reduce the number of processor cores when *feature code 2319: Factory deconfiguration of one core* is ordered with a new system. This option, available on the Advanced System Management Interface (ASMI), reduces the number of processor cores by one.

The field core override option indicates the number of functional cores that are active in the compute node. The field core override option provides the capability to increase or decrease the number of active processor cores in the compute node. The compute node firmware sets the number of active processor cores to the entered value. The value takes effect when the compute node is rebooted. The field core override value can be changed only when the compute node is powered off.

You must use this option to increase the number of active processor cores due to increased workload on the compute node.

To change the number of functional override cores in the compute node, you must access ASMI. See http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.psm.hosts.doc/dpsm_managing_hosts_launch_asm.html.

For detailed information about the field core override feature, see <http://publib.boulder.ibm.com/infocenter/powersys/v3r1m5/topic/p7hby/fieldcore.htm>.

Related information:

 <http://publib.boulder.ibm.com/infocenter/powersys/v3r1m5/topic/p7hby/viewproconfig.htm>

MAC addresses for integrated Ethernet controllers

Two integrated Ethernet ports are used by the service processor on the IBM Flex System p270 Compute Node. Additional Ethernet ports are provided by the feature cards plugged into the two expansion cards slots. These expansion card Ethernet ports, when used with a Virtual I/O Server (VIOS), provide virtual *logical Ethernet* to client logical partitions (LPARs). The VIOS software uses the logical Ethernet as if they were actual physical ports.

About this task

The Media Access Control (MAC) addresses of the integrated Ethernet ports are listed on a label on the compute node. The compute node label lists two MAC addresses. The MAC addresses of the integrated Ethernet ports are displayed in the Chassis Manager in the management software web interface of the IBM Flex System Manager and in the Hardware Management Console (HMC), and in the Integrated Virtualization Manager (IVM). The MAC addresses of the logical ports are generated by VIOS.

To view the MAC addresses of the Ethernet ports by using HMC, click **HMC Management > Change Network Settings > LAN Adapters**.

To view the MAC addresses of the Ethernet ports by using IVM, click **View/Modify TCP/IP Settings > Properties > Connected Partitions**.

Table 4 shows the relative addressing scheme.

Table 4. MAC addressing scheme for physical and logical integrated Ethernet controllers

Node	Name in management module	Relationship to the MAC that is listed on the IBM Flex System p270 Compute Node label	Example
Service processor built-in Enet0		Same as first MAC address	00:1A:64:44:0e:c4
Service processor built-in Enet1		MAC + 1	00:1A:64:44:0e:c5
Logical Ethernet ports		Generated by VIOS	

For more information about planning, deploying, and managing the use of integrated Ethernet controllers, see the Configuring section of the PowerVM Information Roadmap.

Configuring a RAID array

Use this information to configure a RAID array.

About this task

Configuring a RAID array applies to a compute node in which disk drives or solid-state drives are installed.

Note: When configuring a RAID array, the hard disk drives must use the same type of interface and must have identical capacity and speed.

Disk drives and solid-state drives in the IBM Flex System p270 Compute Node can be used to implement and manage various types of RAID arrays in operating systems that are on the ServerProven list. For the compute node, you must configure the RAID array through the **smit sasd** utility, which is the SAS RAID Disk Array Manager for the AIX operating system. The AIX Disk Array Manager is packaged with the Diagnostics utilities on the diagnostics CD. Use the **smit sasd** utility to configure the disk drives for use with the SAS controller. For more information, see <http://publib.boulder.ibm.com/infocenter/systems/scope/hw/index.jsp?topic=/p7ebj/sasusingthesasdiskarraymanager.htm>.

Important: Depending on your RAID configuration, you might have to create the array *before* you install the operating system in the compute node.

Before you can create a RAID array, you must reformat the drives so that the sector size of the drives changes from 512 bytes to 528 bytes. If you later decide to remove the drives, delete the RAID array before you remove the drives. If you decide to delete the RAID array and reuse the drives, you must reformat the drives so that the sector size of the drives changes from 528 bytes to 512 bytes.

Related information:

 <http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/>

 <http://publib.boulder.ibm.com/infocenter/systems/scope/hw/index.jsp?topic=/p7ebj/sasusingthesasdiskarraymanager.htm>

Chapter 4. Installing the operating system

Before you install the operating system on the compute node, verify that the compute node is installed in the IBM Flex System Enterprise Chassis, that the management-module firmware is at the latest available level, and that the compute node is turned on.

About this task

If you are not using an unattended network-installation method to install your operating system, you must first provide a serial over LAN (SOL) connection to the compute node to install your operating system. For information about starting an SOL session, see http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/dw1kt_cmm_cli_book.pdf.

Important:

- After you install the operating system on the compute node, you must install any service packs or the update packages that come with the operating system. For additional information, see the instructions that come with your operating-system documentation and the service packs or the update packages.
- If you plan to install an Ethernet I/O expansion card, first install the operating system so that the onboard ports can be recognized and configured before the ports on the I/O expansion card. If you install the Ethernet I/O expansion card *before* you install the operating system, the I/O expansion card ports will be assigned before the onboard ports.

See the ServerProven website for information about supported operating-system versions and all compute node optional devices.

Locating the installation instructions

You can order the IBM Flex System p270 Compute Node with Virtual I/O Server (VIOS), AIX operating-system, or IBM i operating-system already installed. If you did not order your compute node with these operating systems installed, you can install them as a local operating system. After installing VIOS, you can install the AIX, Linux, or IBM i operating system as a client operating system in a logical partition (LPAR).

About this task

After you configure the compute node hardware, go to the operating-system documentation for the latest operating-system installation instructions. See the following operating system descriptions for more information:

- **Installing Virtual I/O Server**

See the Installing section of the *PowerVM Information Roadmap*.

If you did not order your servers with the VIOS software installed, you can use the *Virtual I/O Server* DVD in the product package to install VIOS and set up a virtual environment that supports client operating systems in logical partitions. You can then install any of the supported operating systems as a client in an LPAR.

The order of installation of VIOS and the operating systems is important. You can update the firmware first with the stand-alone *Diagnostics* CD, but you must install the VIOS software before you install any other software. The VIOS software creates the *Integrated Virtual Manager* administrator console and the first logical partition, which VIOS and Integrated Virtual Manager (IVM) occupy.

After you install VIOS, you can use the IVM and Micro-Partitioning[®] features to create client partitions for client operating systems.

- **Installing AIX**

You can install the AIX operating system by following the installation instructions in the IBM Systems Information Center.

See the online AIX Installation and migration topic for more information. You can find more information about AIX in the IBM System p Information Roadmap on the IBM website.

Note: After you install AIX from CD or DVD, using the keyboard and video interface, run the **change console** command and restart the compute node to switch the AIX console to a Serial over LAN (SOL) connection. (The command does not affect the console that is used by partition firmware.) You can use the following commands:

```
chcons /dev/vty0  
shutdown -Fr
```

- **Installing IBM i**

You can install the IBM i operating system in a client partition of the VIOS.

See the *IBM i on a POWER Blade Read-me First* document on the IBM website. Additional installation information and IBM i restrictions are described in i5/OS client partition considerations.

Also, see the IBM System i® Information Roadmap.

- **Installing Linux**

You can install a Linux operating system by following the installation instructions in the IBM Systems Information Center.

The online Linux installation instructions are available in the *Linux on BladeCenter JS22* topic in the IBM Systems Information Center.

Notes:

1. Some optional devices have device drivers that you must install. See the documentation that comes with the devices for information about installing any required device drivers.
If your operating system does not have the required device drivers, contact your IBM marketing representative or authorized reseller, or see your operating-system documentation for additional information.
2. The IBM Remote Deployment Manager (RDM) program does not support the IBM Flex System p270 Compute Node. However, you can use the following programs for remote deployment:
 - For AIX, Red Hat Linux or SUSE Linux operating-system deployments, you can use Cluster Systems Management (CSM) from IBM. Go to <http://www.ibm.com/systems/clusters/index.html>.
 - For AIX operating-system deployments, you can use Network Installation Manager (NIM) from IBM. See your AIX operating-system documentation for additional information.
 - For SUSE Linux operating-system deployments, you can use the AutoYast utility program from Novell, Inc. See <http://www.suse.com/~ug/> for more information.

Results

After you install the operating system, install operating system updates, and then install any utilities that apply to your operating system.

Installing service and productivity tools for Linux

Linux service and productivity tools include hardware diagnostic aids and productivity tools, and installation aids. The installation aids are provided in the IBM Installation Toolkit for the Linux operating system, a set of tools that aids the installation of the Linux operating system on IBM compute nodes that are based on IBM POWER7 Architecture technologies. You can also use the tools to update the IBM Flex System p270 Compute Node firmware.

About this task

The hardware diagnostic aids and productivity tools are available as downloadable Red Hat Package Manager (RPM) files for Red Hat Enterprise Linux (RHEL) and SUSE Linux Enterprise Server (SLES). The IBM Installation Toolkit for Linux is available as an ISO compact disc (CD) image, which you can use to create your own CD. The Service and productivity tools for Linux systems site describes how to create a CD.

The hardware diagnostic aids and productivity tools are required for such hardware reliability, availability, and serviceability (RAS) functions as first-failure data-capture and error-log analysis. With the tools installed, problem determination and correction are greatly enhanced and the likelihood of an extended system outage is reduced.

For example, the **update_flash** command for installing system firmware updates can be performed only if the hardware diagnostic aids and productivity tools are installed.

Other tools modify various serviceability policies, manipulate system LEDs, update the bootlist, and capture extended error data to aid analysis of intermittent errors.

Other commands and a boot-time scanning script constitute a hardware inventory system. The **lsvpd** command provides vital product data (VPD) about hardware components.

The Error Log Analysis (ELA) tool provides automatic analysis and notification of errors that are reported by the platform firmware. ELA writes analyzed error data to `/var/log/platform` and to the service log. If a corrective action is required, a notification event sends the event to registered tools and subscribed users.

Install the Linux operating system before you download and install the hardware diagnostic aids and productivity tools for Linux. The Installation Toolkit for Power Systems servers running Linux is provided as-is only. You are not entitled to IBM Software Support for the Installation Toolkit.

Install the Virtual I/O Server and the Integrated Virtualization Manager before you install your Linux operating system if you plan to have a virtual environment.

Chapter 5. Accessing the service processor

Use this information to access the service processor remotely.

The management console can connect directly to the Advanced System Management Interface (ASMI) for a selected system. ASM is an interface to the service processor that you can use to manage the operation of the host, such as the automatic power restart function, and to view information about the host, such as the error log and vital product data.

To access ASMI by using the IBM Flex System Manager, see *Launching Advanced System Management* (http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.psm.hosts.doc/dpsm_managing_hosts_launch_asm.html).

To access ASMI using the Hardware Management Console (HMC), see *Accessing the ASMI using the HMC* (<http://pic.dhe.ibm.com/infocenter/powersys/v3r1m5/topic/p7hby/asmihmc.htm>).

To access the ASMI by using a web browser, complete the following steps:

1. Assign an IP address to the service processor of the compute node. Perform the following steps:
 - a. Access the Chassis Management Module (CMM) web interface. For instructions, see *Ethernet connection* (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/remote_console_ethernet_connect_cmm.html).
 - b. From the menu bar, click **Chassis Management**. Then, in the drop-down menu click **Component IP Configuration**. From the **Device Name** list, select the compute node name to access property tabs for the compute node. On the IPv4 property tab set the static IP address, mask, and gateway. For more information about setting the IP configuration of a compute node, see *Chassis management options* (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/cmm_ui_chassis_management.html).
2. Open a web browser on the client computer. Type **https://xxx.xxx.xxx.xxx**, where *xxx.xxx.xxx.xxx* is the IP address of the compute node service processor.

Chapter 6. Installing and removing components

Install or remove hardware components, such as memory modules or input/output expansion cards. Some installation procedures require you to remove an installed component.

Returning a device or component

If you are instructed to return a device or component, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installation guidelines

Follow these guidelines to remove and replace compute node components.

- Read the safety information in the Safety topic and the guidelines in “Handling static-sensitive devices” on page 30. This information will help you work safely.
- When you install a new compute node, download and apply the most recent firmware updates. Download and install updated device drivers and the compute node firmware. Go to the IBM Support site to download the updates. Select your product, type, model, and operating system, and then click **Go**. Click the **Download** tab, if necessary, for device driver and firmware updates.

Note: Changes are made periodically to the IBM website. Procedures for locating firmware and documentation might vary slightly from what is described in this documentation.

- Observe good housekeeping in the area where you are working. Place removed covers and other parts in a safe place.
- Back up all important data before you make changes to disk drives.
- Before you remove a hot-swap compute node from the IBM Flex System Enterprise Chassis, you must shut down the operating system and turn off the compute node. You do not have to shut down the IBM Flex System Enterprise Chassis itself.
- Blue on a component indicates touchpoints, where you can grip the component to remove it from or install it in the compute node, open or close a latch, and so on.
- Orange on a component or an orange label on or near a component indicates that the component can be hot-swapped, which means that if the compute node and operating system support hot-swap capability, you can remove or install the component while the compute node is running. (Orange can also indicate touchpoints on hot-swap components.) See the instructions for removing or installing a specific hot-swap component for any additional procedures that you might have to perform before you remove or install the component.
- When you are finished working on the compute node, reinstall all safety shields, guards, labels, and ground wires.

See the ServerProven website for information about supported operating-system versions and all compute node optional devices.

System reliability guidelines

Follow these guidelines to help ensure proper cooling and system reliability.

- Verify that the ventilation holes on the compute node are not blocked.
- Verify that you are maintaining proper system cooling in the unit.

Do not operate the IBM Flex System Enterprise Chassis without a compute node, expansion unit, or filler node installed in each bay. See the documentation for your IBM Flex System Enterprise Chassis for additional information.

- Verify that you have followed the reliability guidelines for the IBM Flex System Enterprise Chassis.
- Verify that the compute node battery is operational. If the battery becomes defective, replace it immediately, as described in “Removing the battery” on page 56 and “Installing the battery” on page 56.

Handling static-sensitive devices

Static electricity can damage the compute node and other electronic devices. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.

About this task

Attention:

To reduce the possibility of damage from electrostatic discharge, observe the following precautions:

- Limit your movement. Movement can cause static electricity to build up around you.
- Handle the device carefully, holding it by its edges or its frame.
- Do not touch solder joints, pins, or exposed circuitry.
- Do not leave the device where others can handle and damage it.
- While the device is still in its static-protective package, touch it to an unpainted metal part of the IBM Flex System Enterprise Chassis or any unpainted metal surface on any other grounded rack component in the rack that you are installing the device in for at least 2 seconds. This drains static electricity from the package and from your body.
- Remove the device from its package and install it directly into the compute node without setting down the device. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the compute node cover or on a metal surface.
- Take additional care when handling devices during cold weather. Heating dry winter air further reduces its humidity and increases static electricity.

Removing the compute node from an IBM Flex System Enterprise Chassis

Remove the compute node from the IBM Flex System Enterprise Chassis to access options, connectors, and system-board indicators.

About this task

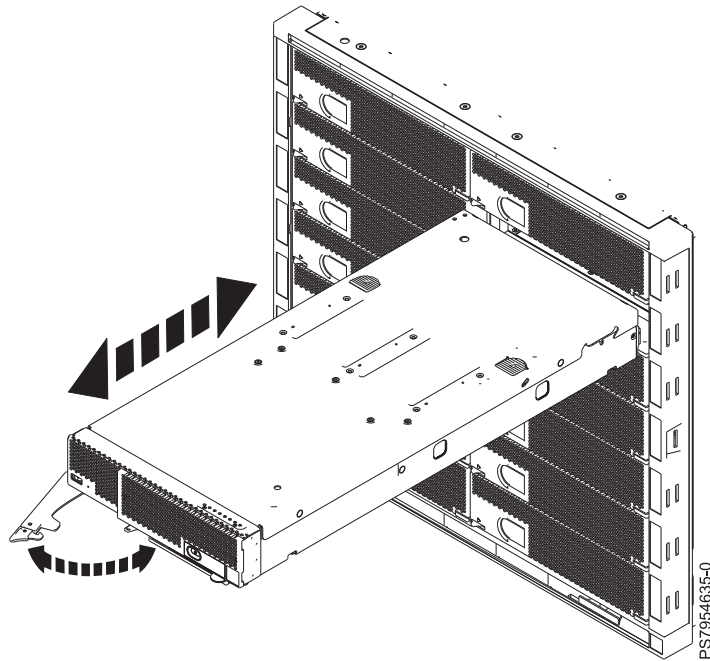


Figure 5. Removing the compute node from the IBM Flex System Enterprise Chassis

Attention:

- To maintain proper system cooling, do not operate the IBM Flex System Enterprise Chassis without a compute node, expansion unit, or compute node filler installed in each bay.
- When you remove the compute node, note the bay number. Reinstalling a compute node into a different bay from the one where it was removed might have unintended consequences. Some configuration information and update options are established according to bay numbers. If you reinstall the compute node into a different bay, you might have to reconfigure the compute node.

To remove the compute node, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. If the compute node is operating, shut down the operating system. See “Locating the installation instructions” on page 23 for information about locating the operating system documentation for your compute node.

3. Press the power-control button to turn off the compute node. See “Turning off the compute node” on page 11.
4. Wait at least 30 seconds for the hard disk drive to stop spinning.
5. Open the release handle, as shown in Figure 5 on page 31. The compute node can be moved out of the bay approximately 0.6 cm (0.25 inch).
6. Pull the compute node out of the bay.
7. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
8. Place either a compute node filler or another compute node in the bay.

Reseating the compute node in a chassis

Reseat the compute node.

About this task

To reseat the compute node, complete the following steps:

Procedure

1. Perform a virtual reseat of the compute node.
To perform a virtual reseat by using the IBM Chassis Management Module (CMM), go to http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.8731.doc/unmanaging_chassis.html.
To perform a virtual reseat by using the IBM Flex System Manager (FSM), go to http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.8731.doc/unmanaging_chassis.html.
2. Is the problem resolved?
Yes: This ends the procedure.
No: Continue with the next step.
3. Remove and replace the compute node into the IBM Flex System Enterprise Chassis.
 - a. Remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
 - b. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.

Removing and replacing tier 1 CRUs

Replacement of tier 1 customer-replaceable units (CRUs) is your responsibility.

About this task

If IBM installs a tier 1 CRU at your request, you will be charged for the installation.

The illustrations in this documentation might differ slightly from your hardware.

Removing the compute node cover

Remove the compute node from the chassis unit and press the compute node cover releases to open and remove the compute node cover.

About this task

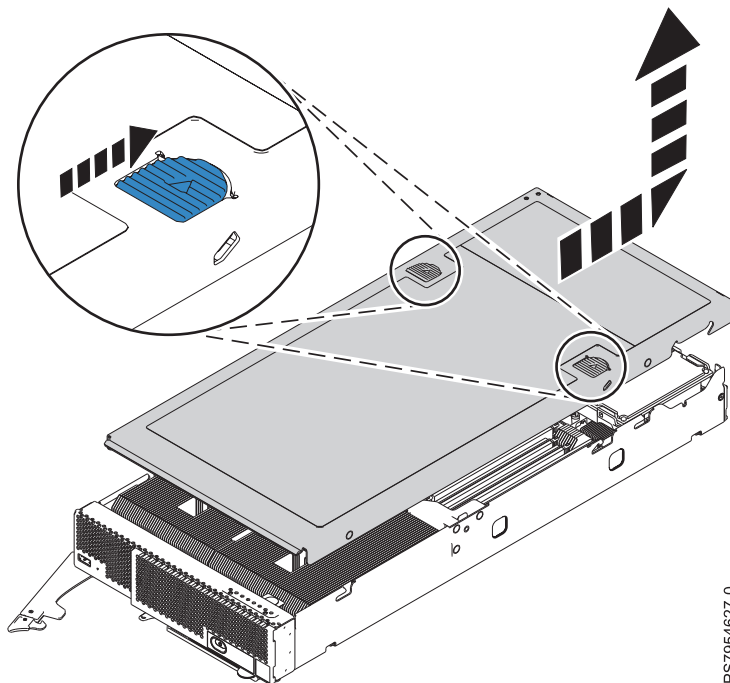


Figure 6. Removing the cover from an IBM Flex System p270 Compute Node

To remove the compute node cover, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.

3. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
4. Facing the unit, unlatch the cover by pressing the right cover release (as shown in the preceding figure) on the compute node.
5. Press the right cover release while gripping the left cover release, slide the cover to the back of the unit, and lift the cover open.
6. To protect the disk drives, which are on the inside of the cover, flip the cover over and lay it on a flat, static-protective surface, with the cover side down.

Statement 12



CAUTION:

The following label indicates a hot surface nearby.



Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

Installing and closing the compute node cover

Install and close the cover of the compute node before you insert the compute node into the IBM Flex System Enterprise Chassis. Do not attempt to override this important protection.

About this task

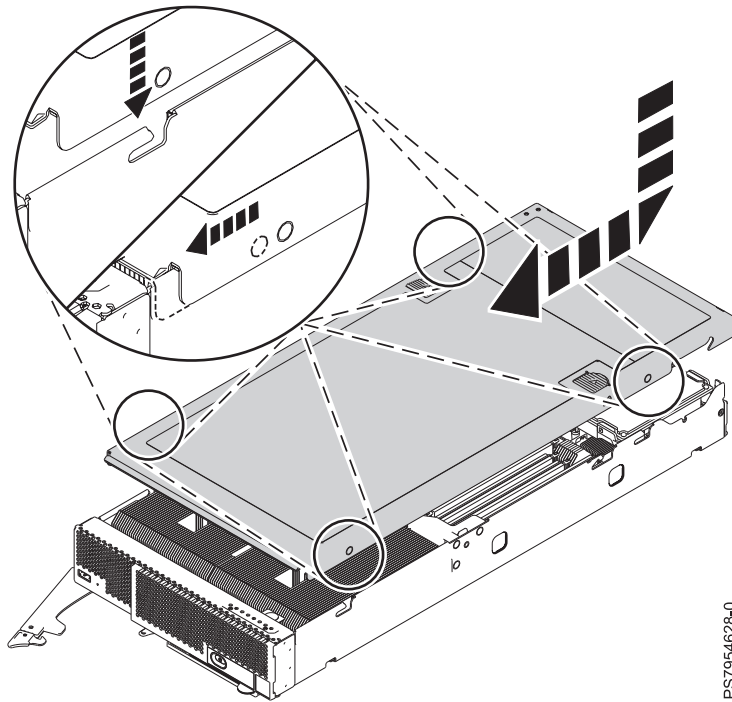


Figure 7. Installing the cover for an IBM Flex System p270 Compute Node

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

To replace and close the compute node cover, complete the following steps:

Procedure

1. Read the Safety topic and the "Installation guidelines" on page 29.
2. Lower the cover so that the pins on the sides of the cover slide down into the slots (as shown in the preceding figure) at the front and rear of the compute node. Before you close the cover, verify that all components are installed and seated correctly and that you have not left loose tools or parts inside the compute node.
3. Slide the cover forward to the closed position until the releases click into place in the cover.

4. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.

Removing a SAS hard disk drive

If the serial-attached SCSI (SAS) hard disk drive is damaged or in need of replacing, you can remove it from the compute node.

About this task

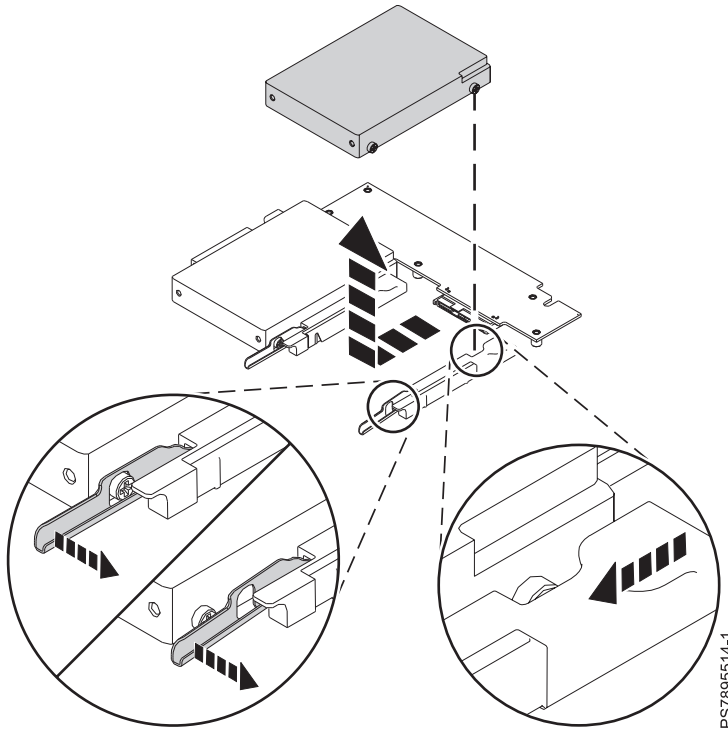


Figure 8. Removing a hard disk drive

To remove the hard disk drive, complete the following steps:

Procedure

1. Back up the data from the drive to another storage device.
2. Read the Safety topic and the “Installation guidelines” on page 29.
3. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.

4. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
5. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
6. Remove the drive, which is on the inside of the cover:

Note: You can use the system-board LEDs and the service label located on the inside of the cover to identify the hard disk drive that must be replaced. See “System-board LEDs” on page 13.

- a. Move and hold the blue release lever at the front of the drive tray, as indicated in Figure 8 on page 36.
 - b. Slide the drive forward to disengage the connector.
 - c. Lift the drive out of the drive tray.
7. If you are instructed to return the hard disk drive, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a SAS hard disk drive

If your serial-attached SCSI (SAS) hard disk drive needs replacing, install another SAS hard drive in the compute node.

About this task

Figure 9 shows how to install the hard disk drive.

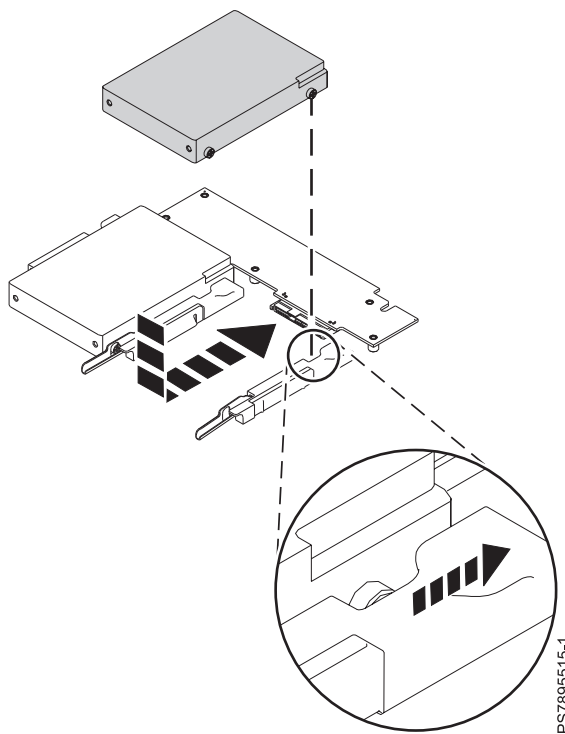


Figure 9. Installing a hard disk drive

All drive connectors are from the same controller. The IBM Flex System p270 Compute Node can be used to implement RAID functions. See “Configuring a RAID array” on page 21 for information about RAID configuration.

To install a hard disk drive, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
3. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
4. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
5. Locate the connector for the drive on the inside of the cover.
 - If you are replacing a drive, continue to the next step.
 - If you are installing a new drive, remove the filler:
 - a. Move and hold the blue release lever at the front of the drive tray.
 - b. Slide the filler forward and lift it out of the drive tray.
6. Place the drive into the drive tray and push it toward the rear of the compute node, as indicated in Figure 9 on page 37. When the drive moves past the lever at the front of the tray, it snaps in place.

Attention: Do not press on the top of the drive. Pressing the top might damage the drive.
7. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

8. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.
9. If you replaced the part because of a service action, verify the repair by checking that the amber enclosure fault LED is off. For more information, see “Compute node control panel button and LEDs” on page 9.

Removing a solid-state drive carrier

If your solid-state drive (SSD) carrier needs to be replaced, you can remove it from the compute node.

About this task

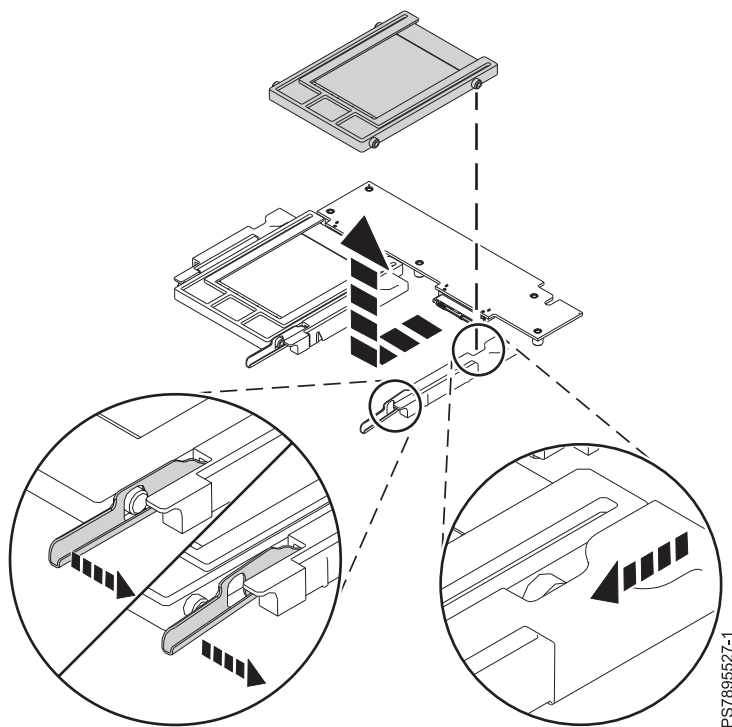


Figure 10. Removing an SSD carrier

To remove the drive, complete the following steps:

Procedure

1. Back up the data from the drive to another storage device.
2. Read the Safety topic and the “Installation guidelines” on page 29.
3. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
4. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
5. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
6. Remove the drive, which is on the inside of the cover:

Note: You can use the system-board LEDs and the service label located on the inside of the cover to identify the solid-state drive that must be replaced. See “System-board LEDs” on page 13.

- a. Pull and hold the blue release lever at the front of the drive tray, as indicated in Figure 10.
- b. Slide the carrier case forward to disengage the connector.
- c. Lift the carrier case out of the drive tray.

7. Remove any SSDs from the carrier case. See “Removing a SATA solid-state drive” on page 42.
8. If you are instructed to return the SSD carrier, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a solid-state drive carrier

About this task

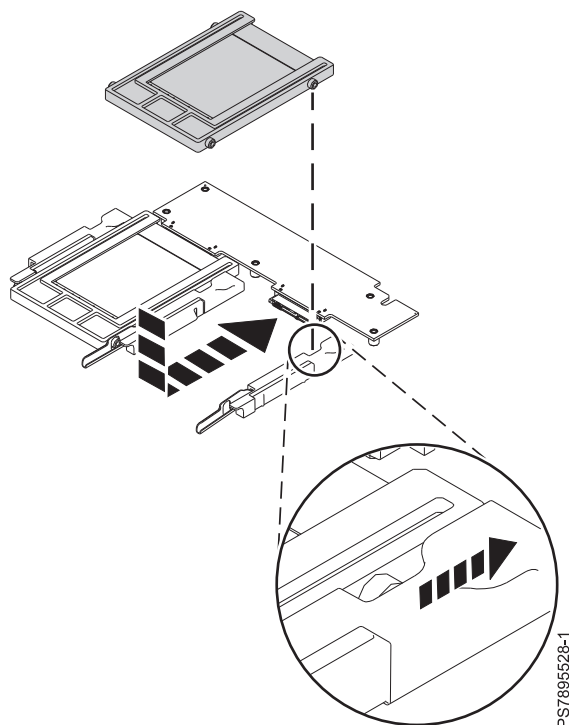


Figure 11. Installing an SSD carrier

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
3. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
4. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
5. Locate the connector for the drive.

Note: Although the SSD carrier and the HDD are two separately configured cards, the SSD carrier case plugs in to the 2.5 inch SAS HDD connector.

6. If you are replacing an SSD carrier, continue to the next step. If you are installing a new SSD carrier, remove the filler to vacate the space for the new SSD carrier:
 - a. Pull and hold the blue release lever at the front of the drive tray.
 - b. Slide the filler forward to disengage the connector.
 - c. Lift the filler out of the drive tray.
7. Remove the SSD carrier case that you want to replace from the drive tray. See “Removing a solid-state drive carrier” on page 38.
8. Install SSDs into the new carrier case. See “Installing a SATA solid-state drive” on page 43.
9. Place the carrier case into the drive tray and push it toward the rear of the compute node, as indicated in Figure 11 on page 40. When the SSD carrier moves past the lever at the front of the tray, it snaps in place.

Attention: Do not press the top of the carrier case. Pressing the top might damage the drive.

10. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

11. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.
12. If you replaced the part because of a service action, verify the repair by checking that the amber enclosure fault LED is off. For more information, see “Compute node control panel button and LEDs” on page 9.

Removing a SATA solid-state drive

If your Serial Advanced Technology Attachment (SATA) solid-state drive (SSD) needs to be replaced, you can remove it from the compute node.

About this task

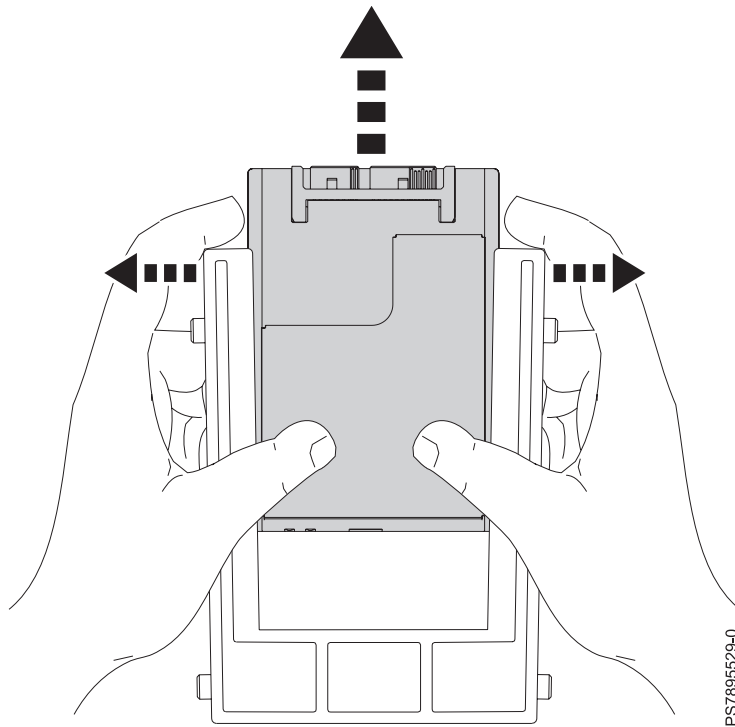


Figure 12. Removing a SATA SSD

To remove the SATA SSD, complete the following steps:

Procedure

1. Back up the data from the drive to another storage device.
2. Read the Safety topic and the "Installation guidelines" on page 29.
3. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See "Removing the compute node from an IBM Flex System Enterprise Chassis" on page 31.
4. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
5. Open and remove the compute node cover. See "Removing the compute node cover" on page 33.
6. Remove the SSD carrier from the drive tray. See "Removing a solid-state drive carrier" on page 38.

Note: You can use the system-board LEDs and the service label located on the inside of the cover to identify the solid-state drive that must be replaced. See "System-board LEDs" on page 13.

7. Gently spread open the carrier with your fingers while sliding the SSD out of the carrier case with your thumbs.
8. If you are instructed to return the drive, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing a SATA solid-state drive

You can install a Serial Advanced Technology Attachment (SATA) solid-state drive (SSD) in a compute node.

About this task

Figure 13 shows how to install the SATA SSD.

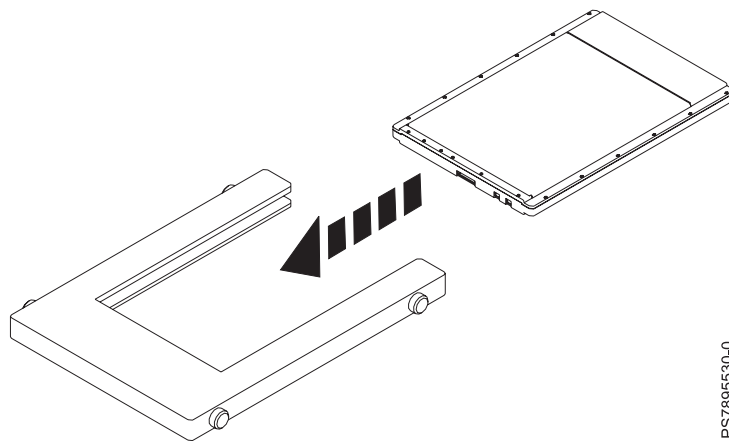


Figure 13. Installing a SATA SSD

To install a SATA SSD, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
3. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
4. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
5. Locate the connector for the drive.
6. Remove the SSD carrier case from the drive tray. See “Removing a solid-state drive carrier” on page 38.
7. Slide the SSD into the carrier case until it snaps in place.

8. Replace the carrier case in the drive tray. See “Installing a solid-state drive carrier” on page 40.
Attention: Do not press the top of the drive. Pressing the top might damage the drive.
9. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

10. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.
11. If you replaced the part because of a service action, verify the repair by checking that the amber enclosure fault LED is off. For more information, see “Compute node control panel button and LEDs” on page 9.

Removing a DIMM

Very low profile (VLP) and low profile (LP) dual-inline memory modules (DIMMs) are tier 1 CRUs. You can remove them yourself. If IBM removes a tier 1 CRU at your request, you will be charged for the removal.

About this task

To remove a DIMM, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
3. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
4. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
5. Locate the DIMM connector that contains the DIMM being replaced.

Note: You can use the system-board LEDs and the service label located on the inside of the cover to identify the DIMM that must be replaced. See “System-board LEDs” on page 13.

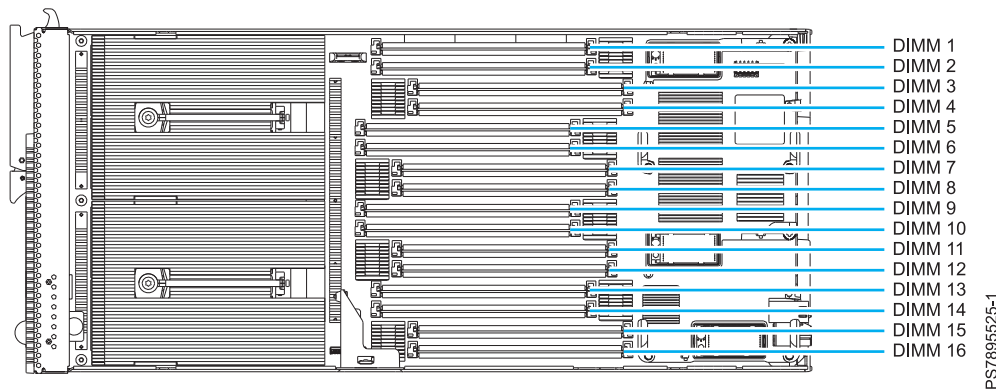


Figure 14. DIMM connectors for the IBM Flex System p270 Compute Node

Attention: To avoid breaking the DIMM retaining clips or damaging the DIMM connectors, open and close the clips gently.

6. Are you removing DIMM 16 on an IBM Flex System p270 Compute Node?

Yes: Continue with the next step.

No: Continue with step 8 on page 46.

7. Press the buttons **(A)** on the side of the compute node chassis. This action opens the retaining clips on each end of the DIMM connector that is closest to the side of the chassis. Remove the DIMM **(B)**. If you are removing other DIMMs, continue with the next step. Otherwise, continue with step 9 on page 46.

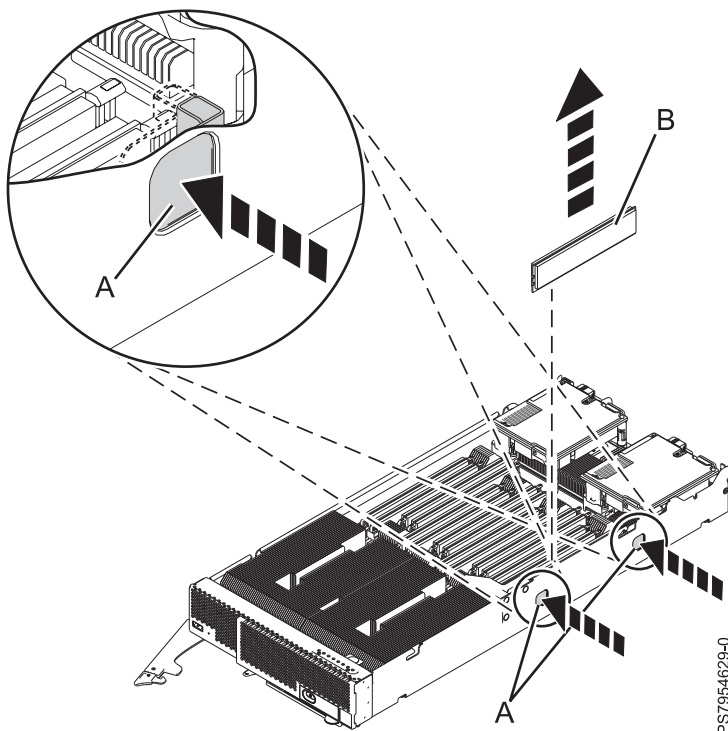


Figure 15. Removing the DIMM closest to the side of the chassis

8. Carefully open the retaining clips (A) on each end of the DIMM connector by pressing them in the direction of the arrows. Remove the DIMM (B).

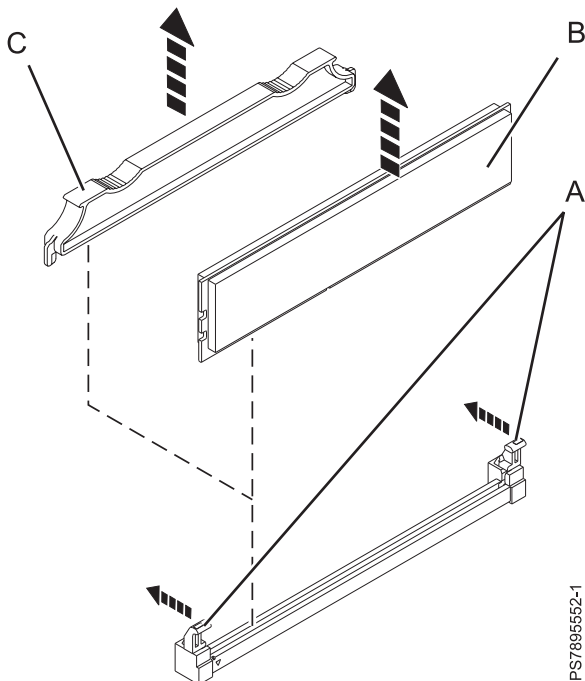


Figure 16. Removing a DIMM

9. Install a DIMM filler (C) in any location where a DIMM is not present to avoid machine damage.

Note: Before you replace the compute node cover, ensure that you have at least the minimum DIMM configuration installed so that your compute node operates properly.

10. If you are instructed to return the DIMM, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.
11. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before installing the compute node.

12. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.

Installing a DIMM

Very low profile (VLP) and low profile (LP) dual-inline memory modules (DIMMs) are tier 1 CRUs. You can install them yourself. If IBM installs a tier 1 CRU at your request, you will be charged for the installation.

About this task

To install a DIMM, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Read the documentation that comes with the DIMMs.
3. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
4. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
5. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
6. Locate the DIMM connectors on the system board. Determine the connector into which you will install the DIMM. See “Supported DIMMs” on page 48.
7. Touch the static-protective package that contains the part to any unpainted metal surface on the IBM Flex System Enterprise Chassis or any unpainted metal surface on any other grounded rack component. Then remove the new part from its shipment package.
8. Verify that both of the connector retaining clips are in the fully open position.
9. Turn the DIMM so that the DIMM keys align correctly with the connector on the system board.
Attention: To avoid breaking the DIMM retaining clips or damaging the DIMM connectors, handle the clips gently.
10. Insert the DIMM (**B**) by pressing the DIMM along the guides into the connector.

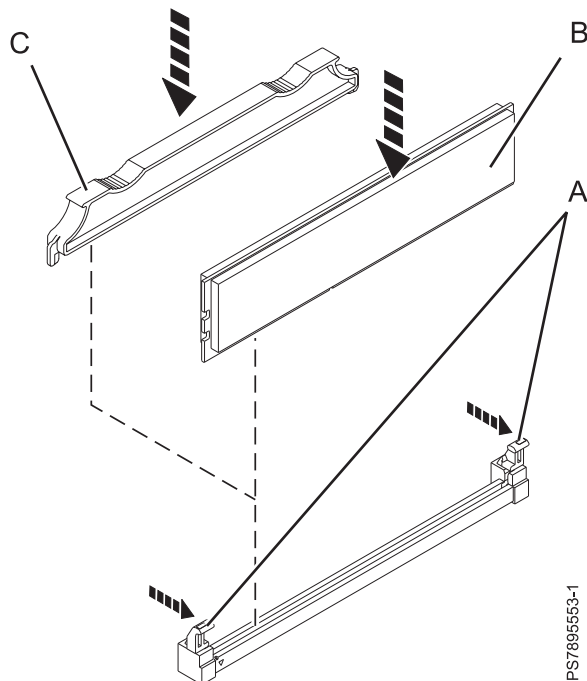


Figure 17. Installing a DIMM

Verify that each retaining clip (**A**) snaps into the closed position.

Important: If there is a gap between the DIMM and the retaining clips, the DIMM is not correctly installed. Open the retaining clips to remove and reinsert the DIMM. Install a DIMM filler (C) in any location where a DIMM is not present to avoid machine damage.

11. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before installing the compute node.

12. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.
13. If you replaced the part because of a service action, verify the repair by checking that the amber enclosure fault LED is off. For more information, see “Compute node control panel button and LEDs” on page 9.

Related concepts:

“Supported DIMMs”

Your compute node contains connectors for registered dual inline memory modules (RDIMMs).

Supported DIMMs

Your compute node contains connectors for registered dual inline memory modules (RDIMMs).

The system board in the IBM Flex System p270 Compute Node contains connectors for 16 low profile (LP) or very low profile (VLP) memory DIMMs.

The maximum size for a single DIMM is 8 GB for a VLP DIMM and 32 GB for an LP DIMM. The maximum memory capacity for an IBM Flex System p270 Compute Node is 512 GB.

Memory module rules:

- Install DIMM fillers in unused DIMM slots for proper cooling.
- Install DIMMs in pairs (1 and 4, 5 and 8, 9 and 12, 13 and 16, 2 and 3, 6 and 7, 10 and 11, and 14 and 15).
- Both DIMMs in a pair must be the same size, speed, type, and technology. You can mix compatible DIMMs from different manufacturers.
- Each DIMM within a processor-support group (1-4, 5-8, 9-12, 13-16) must be the same size and speed.
- Install only supported DIMMs, as described on the ServerProven website.
- Installing or removing DIMMs changes the configuration of the compute node. After you install or remove a DIMM, the compute node is automatically reconfigured, and the new configuration information is stored.

The following table shows allowable placements of DIMM modules for the IBM Flex System p270 Compute Node.

Table 5. Memory module combinations for the IBM Flex System p270 Compute Node

DIMM count	DIMM slots for the IBM Flex System p270 Compute Node															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
2	X			X												
4	X			X					X			X				
6	X			X	X			X	X			X				

Table 5. Memory module combinations for the IBM Flex System p270 Compute Node (continued)

DIMM count	DIMM slots for the IBM Flex System p270 Compute Node															
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
8	X			X	X			X	X			X	X			X
10	X	X	X	X	X			X	X			X	X			X
12	X	X	X	X	X			X	X	X	X	X	X			X
14	X	X	X	X	X	X	X	X	X	X	X	X	X			X
16	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X

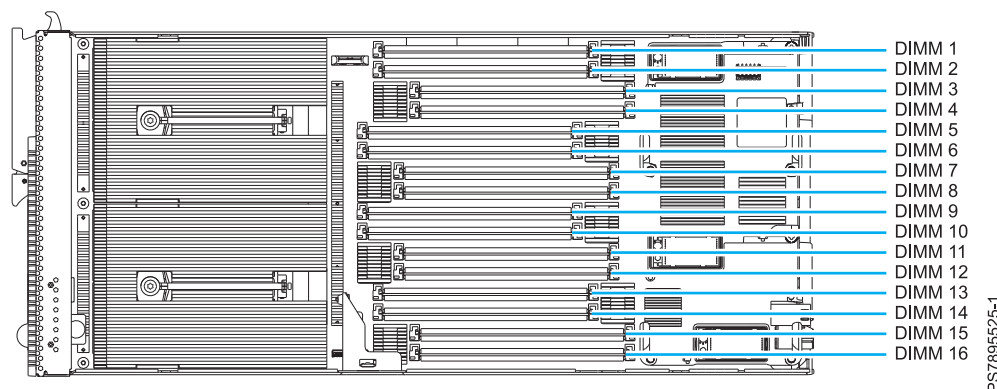


Figure 18. DIMM connectors for the IBM Flex System p270 Compute Node

Related reference:

Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95
The parts listing identifies each replaceable part and its part number.

Related information:

<http://www.ibm.com/systems/info/x86servers/serverproven/compat/us/>

Removing an I/O expansion adapter

If your I/O expansion adapter must be replaced, you can remove it from its connector in a compute node.

About this task

To remove an I/O expansion adapter, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.

3. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
4. Open and remove the compute node cover. See "Removing the compute node cover" on page 33.
5. Are you removing an I/O expansion ETE adapter (location Un-P1-C20) on an IBM Flex System p270 Compute Node?
 - **Yes:** Continue with the next step.
 - **No:** Continue with step 8 on page 51.
6. To remove an I/O expansion ETE adapter, you must first remove the I/O expansion adapter 2 if it is present. The I/O expansion adapter 2 is at location Un-P1-C19 on an IBM Flex System p270 Compute Node. Pull the slot's two blue release tabs open, as indicated in Figure 19. Then, lift the adapter up and away from its connector and out of the compute node.

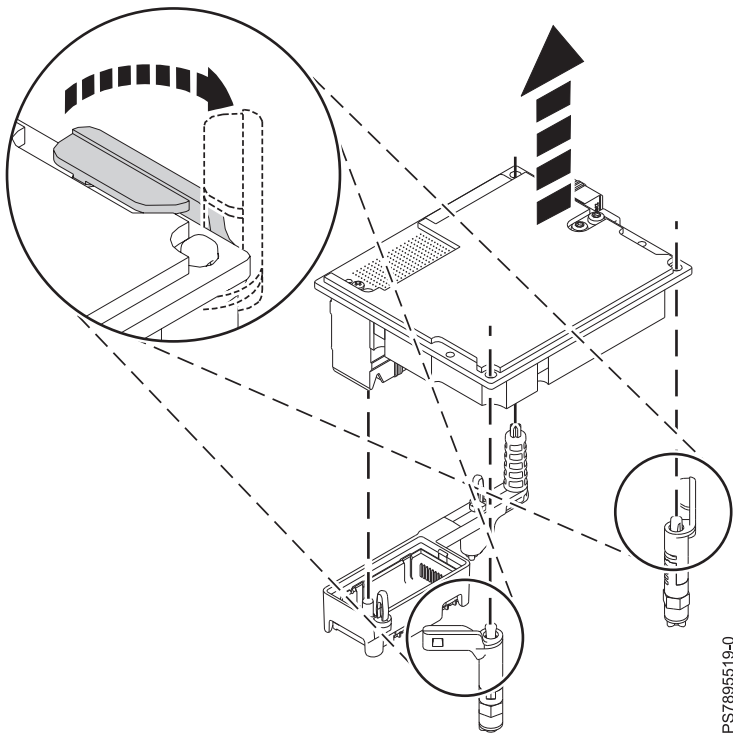
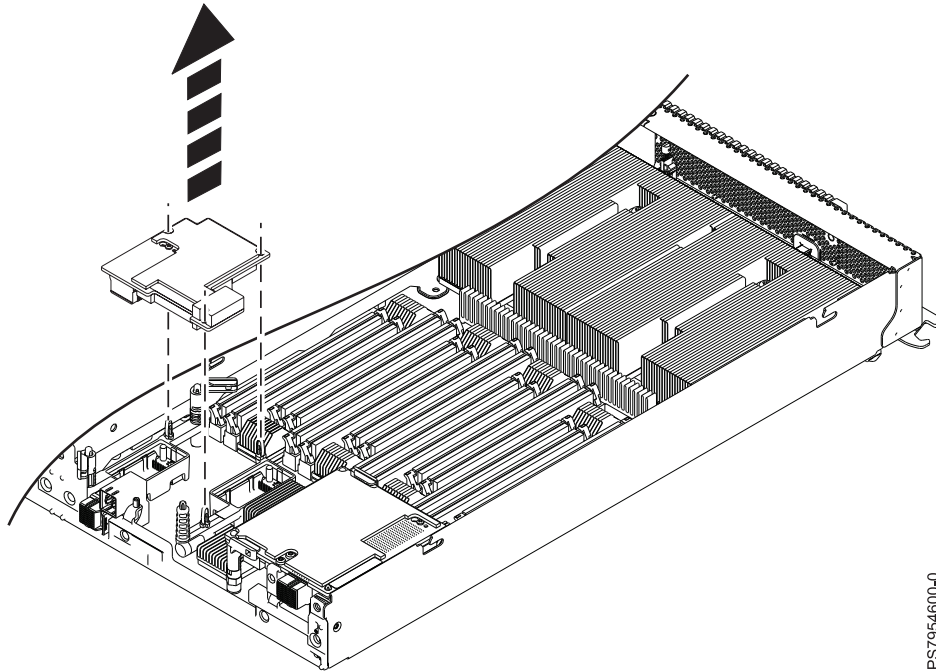


Figure 19. Removing an I/O expansion adapter 2 from its connector

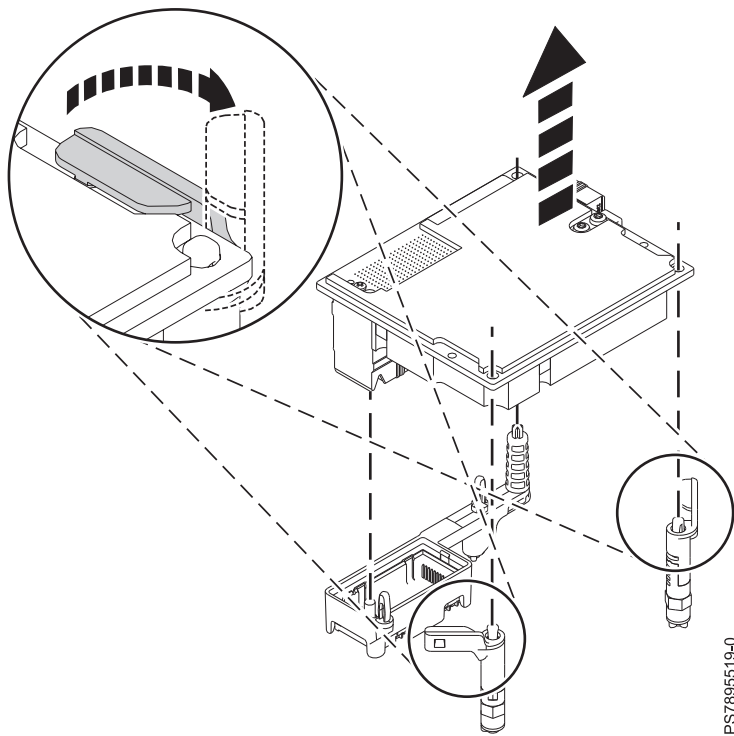
7. Lift the I/O expansion ETE adapter up and away from its connector and out of the compute node, as shown in Figure 20 on page 51. Continue with step 9 on page 52.



PS7954600-0

Figure 20. Removing an I/O expansion ETE adapter from its connector

8. Pull the slot's two blue release tabs open, as indicated in Figure 21. Then, lift the I/O expansion adapter up and away from its connector and out of the compute node.



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Figure 21. Removing an I/O expansion adapter from its connector

9. If you are instructed to return the I/O expansion adapter, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.
10. If you are installing a replacement I/O expansion adapter, go to “Installing an I/O expansion adapter.” Otherwise, continue with the next step.
11. If you removed I/O expansion adapter 2 during step 6 on page 50, reinstall the adapter. See “Installing an I/O expansion adapter.”
12. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

13. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.

Installing an I/O expansion adapter

You can install an I/O expansion adapter on its connector.

About this task

To install an I/O expansion adapter, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
3. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
4. Touch the static-protective package that contains the part to any unpainted metal surface on the IBM Flex System Enterprise Chassis or any unpainted metal surface on any other grounded rack component. Then remove the new part from its shipment package.
5. Are you installing an I/O expansion ETE adapter (location *Un-P1-C20*) on an IBM Flex System p270 Compute Node?
 - **Yes:** Continue with the next step.
 - **No:** Continue with step 9 on page 54.

See Table 6 for information about the slot locations in which to install the I/O expansion adapters:

Table 6. Slot locations for I/O expansion adapters

I/O expansion adapters	IBM Flex System p270 Compute Node locations
IBM Flex System network adapters	<i>Un-P1-C18</i> and <i>Un-P1-C19</i>
IBM Flex System SAS ETE adapters	<i>Un-P1-C20</i>

6. Have you already removed I/O expansion adapter 2?
 - **Yes:** Continue with 8.
 - **No:** Continue with the next step.
7. To install an I/O expansion ETE adapter, you must first remove the I/O expansion adapter 2 if it is present. The I/O expansion adapter 2 is at location Un-P1-C19 on an IBM Flex System p270 Compute Node. Pull the slot's two blue release tabs open, as indicated in Figure 22. Then, lift the adapter up and away from its connector and out of the compute node.

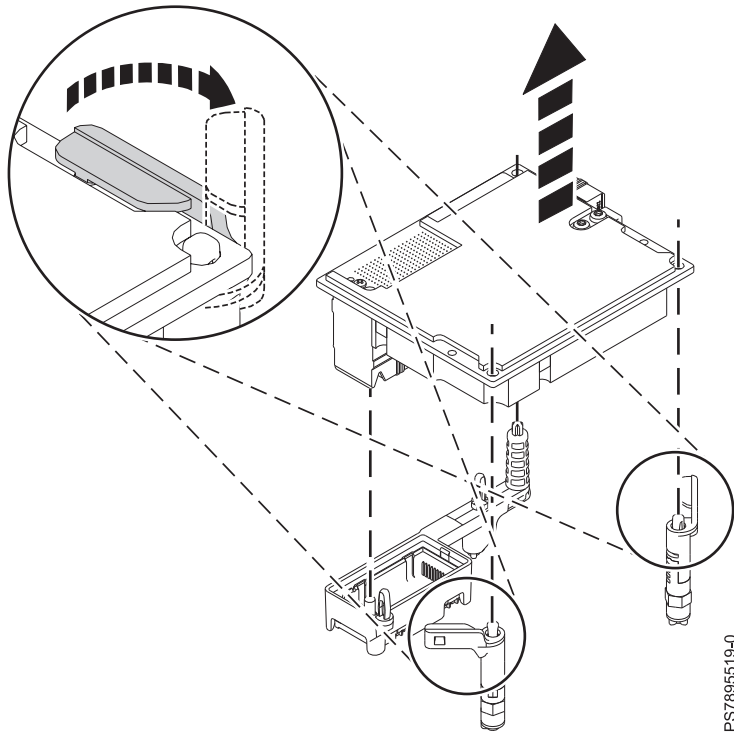
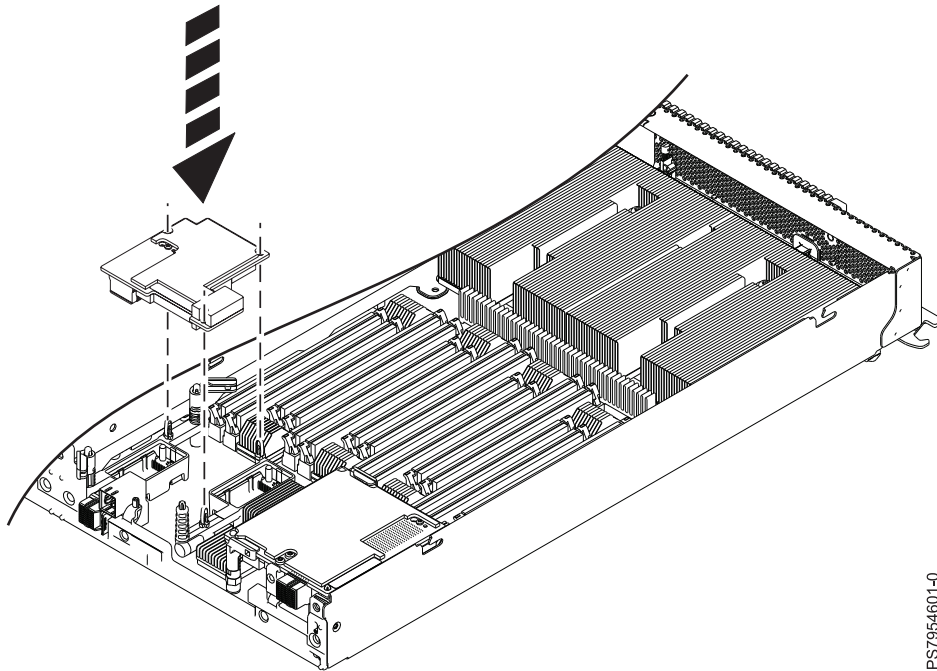


Figure 22. Removing I/O expansion adapter 2 from its connector

8. Lower the I/O expansion ETE adapter over the three posts on the system board as shown in Figure 23 on page 54. Press down gently until the adapter is firmly seated. Then, continue with step 9 on page 54.



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Figure 23. Installing an I/O expansion ETE adapter on its connector

9. Install the I/O expansion adapter:
 - a. Make sure that the slot's two blue release tabs are in the open position, as indicated in Figure 24 on page 55.
 - b. Orient the adapter over the system board.
 - c. Lower the adapter to the system board, aligning the connectors on the adapter with its connector on the system board. Press down gently until the adapter is firmly seated.
 - d. Lock the adapter in place by moving the slot's two blue release tabs into the closed position.

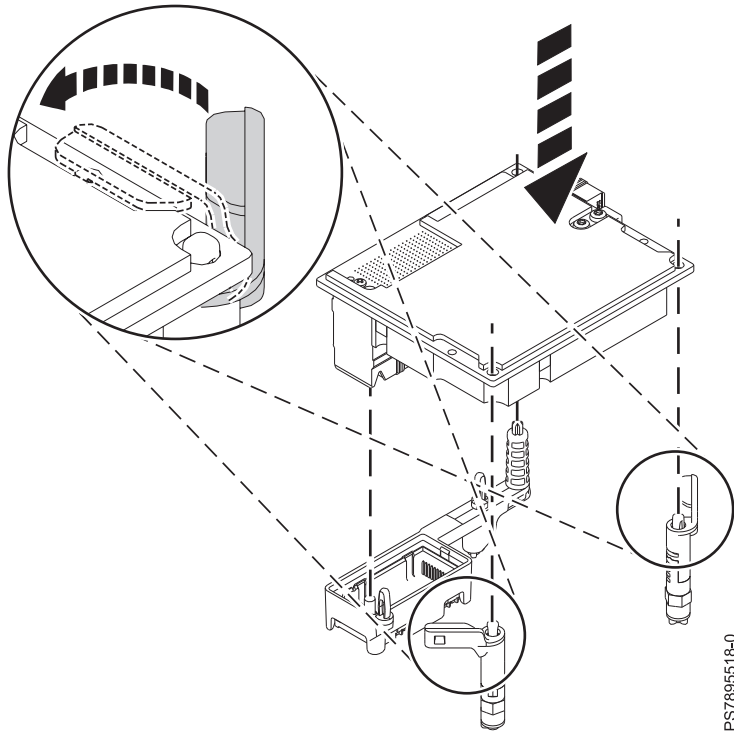


Figure 24. Installing an I/O expansion adapter on its connector

10. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

11. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.
12. If you replaced the part because of a service action, verify the repair by checking that the amber enclosure fault LED is off. For more information, see “Compute node control panel button and LEDs” on page 9.
13. Use the documentation that comes with the I/O expansion adapter for the procedures to install device drivers and to configure the I/O expansion adapter.

Removing the battery

You can remove and replace the battery.

About this task

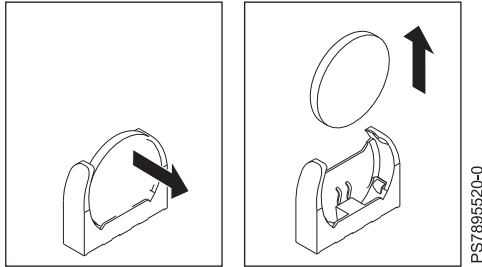


Figure 25. Removing the battery

To remove the battery, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
3. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
4. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
5. Locate the battery on the system board. See “System-board connectors” on page 12 for the location of the battery connector.

Note: You can use the system-board LEDs and the service label located on the inside of the cover to identify the battery that must be replaced. See “System-board LEDs” on page 13.

6. Press the battery away from the outer wall of the compute node chassis.
7. Remove the battery.
8. Replace the battery. See “Installing the battery.”

Installing the battery

You can install the battery.

About this task

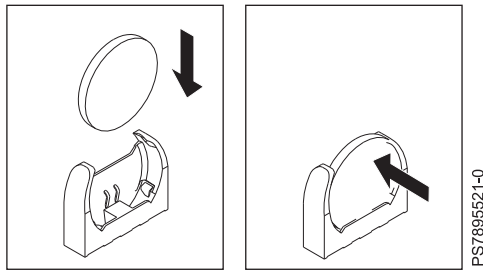


Figure 26. Installing the battery

The following notes describe information that you must consider when replacing the battery in the compute node.

- When replacing the battery, you must replace it with a lithium battery of the same type from the same manufacturer.
- To order replacement batteries, call 1-800-426-7378 within the United States, and 1-800-465-7999 or 1-800-465-6666 within Canada. Outside the US and Canada, call your IBM marketing representative or authorized reseller.
- After you replace the battery:
 1. Set the time and date.
 2. Set the network IP addresses (for compute nodes that start from a network).
 3. Reconfigure any other compute node settings.
- To avoid possible danger, read and follow the following safety notice.

Statement 2:



CAUTION:

When replacing the lithium battery, use only IBM Part Number 33F8354 or an equivalent type battery recommended by the manufacturer. If your system has a module containing a lithium battery, replace it only with the same module type made by the same manufacturer. The battery contains lithium and can explode if not properly used, handled, or disposed of.

Do not:

- Throw or immerse into water
- Heat to more than 100°C (212°F)
- Repair or disassemble

Dispose of the battery as required by local ordinances or regulations.

To install the battery, complete the following steps:

Procedure

1. Follow any special handling and installation instructions that come with the battery.
2. Tilt the battery so that you can insert it into the socket. Make sure that the side with the positive (+) symbol is facing the correct direction.
3. Press the battery toward the outer wall of the compute node chassis until fully inserted into the battery holder.
4. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

5. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.
6. Turn on the compute node and reset the system date and time through the operating system that you installed. For additional information, see your operating-system documentation.
7. Ensure that the system time is correct in each of the logical partitions. For additional information, see the documentation for your operating system.
8. If you replaced the part because of a service action, verify the repair by checking that the amber enclosure fault LED is off. For more information, see “Compute node control panel button and LEDs” on page 9.

Removing and replacing tier 2 CRUs

Use this information for removing and replacing tier 2 CRUs.

About this task

You can install a tier 2 CRU, or you can request IBM to install it, at no additional charge, under the type of warranty service that is designated for the compute node.

Removing the management card

You can remove this tier 2 CRU, or you can request IBM to remove it, at no additional charge, under the type of warranty service that is designated for the compute node. Remove the management card to replace the card or to reuse the card in a new system-board and chassis assembly.

Before you begin

Attention: Replacing the management card and the system board at the same time might result in the loss of vital product data (VPD) and information concerning the number of active processor cores. If the management card and system board must both be replaced, replace them one at a time. For further assistance, contact your next level of support.

About this task

To remove the management card, which is shown by **1** in Figure 27 on page 60, complete the following steps.

Note: See **5** in Figure 2 on page 12 for the location of the management card on the system board.

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Were you sent to this procedure from the Replacing the system-board and chassis assembly procedure?
Yes: Go to step 9 on page 60.
No: Continue with the next step.
3. If the compute node has logical partitions, save all the data in each logical partition and shut down the operating system of each partition of the compute node. Do not remove the compute node from the IBM Flex System Enterprise Chassis at this time.
4. Access the Advanced System Management Interface (ASMI).

If you are already connected to the ASMI, go to the step 5.

- To access the ASMI through the IBM Flex System Manager (FSM), see http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.psm.hosts.doc/dpsm_managing_hosts_launch_asm.html.
 - To access the ASMI through the Hardware management (HMC), complete the following steps:
 - a. Select the server that you are working with.
 - b. Click **Tasks > Operations > Launch Advanced System Management (ASM)**.
 - If you do not have a management console, access ASMI by using a web interface. For more information, see Chapter 5, “Accessing the service processor,” on page 27.
5. Save the system identifiers.

Note: To complete this operation, your authority level must be administrator or authorized service provider. For information about ASMI authority levels, see <http://pic.dhe.ibm.com/infocenter/powersys/v3r1m5/topic/p7hby/asmiauthority.htm>.

- a. In the ASM Welcome pane, if you have not already logged in, specify your user ID and password, and click **Log In**.
- b. In the navigation area, select **System Configuration > Program Vital Product Data > System Brand**.
- c. Manually record the value for the system brand, which will be displayed in the right pane.
- d. In the navigation area, select **System Configuration > Program Vital Product Data > System Keywords**.
- e. Manually record the Machine type-model, System serial number, System unique ID values, Reserved, and RB keyword0.
- f. In the navigation area, select **System Configuration > Program Vital Product Data > System Enclosures**.
- g. In the right pane, select the **Enclosure location: UXXXX.YYY.ZZZZ** and click **Continue**.

- h. Manually record the values of Enclosure location, Feature Code/Sequence Number, Enclosure serial number, and Reserved.
6. Turn off the compute node and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
7. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
8. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
9. If an I/O expansion card is in the first slot, remove it to access the management card.

Note: You can use the system-board LEDs and the service label that is located on the inside of the cover to identify the management card that must be replaced. See “System-board LEDs” on page 13.

10. Grasp the management card and pull it vertically out of the unit to disengage the connectors.

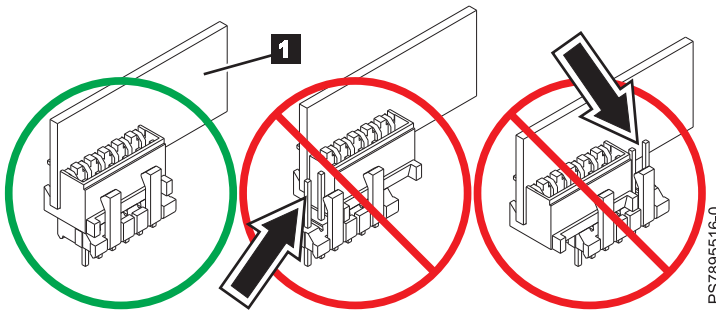


Figure 27. Removing the management card

11. If you are instructed to return the management card, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.
12. Replace the management card. See “Installing the management card.”

Installing the management card

You can install this tier 2 CRU, or you can request IBM to install it, at no additional charge, under the type of warranty service that is designated for the compute node. Use this procedure to install the management card into the currently installed system board. If you are also installing a new system board, you must complete this procedure before you install the new system board.

Before you begin

Attention: Replacing the management card and the system board at the same time might result in the loss of vital product data (VPD) and information concerning the number of active processor cores. If the management card and system board must both be replaced, replace them one at a time. For further assistance, contact your next level of support.

About this task

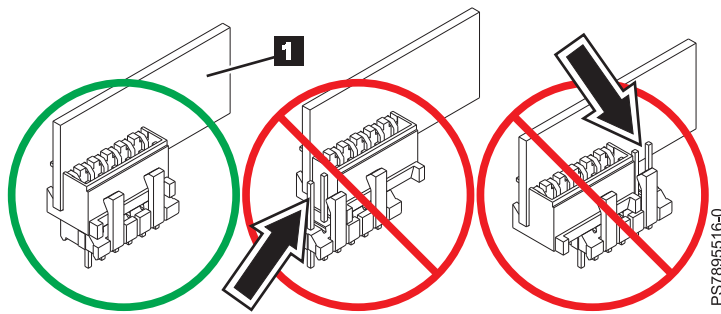


Figure 28. Installing the management card

To install the management card, which is shown by **1** in Figure 28, complete the following steps:

Procedure

1. Read the documentation that comes with the management card, if you ordered a replacement card.
2. Locate the connector on the currently installed system board into which the management card will be installed. See **5** in Figure 2 on page 12 for the location.

Note: If an I/O expansion card is in the first slot, remove it to access the management card connector.

3. Touch the static-protective package that contains the management card to any *unpainted* metal surface on the IBM Flex System Enterprise Chassis or any *unpainted* metal surface on any other grounded rack component, and then remove the management card from its package.
4. Insert the management card (as shown by **1** in Figure 28) and verify that the card is securely on the connector and pushed down all the way to the main board.
5. Were you sent to this procedure from the “Replacing the system-board and chassis assembly” on page 83 procedure?

Yes: Return to the Return to the Replacing the system-board and chassis assembly procedure.

No: Continue with the next step.

6. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before installing the compute node.

7. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.
8. Power on the compute node. If a Virtual I/O Server (VIOS) partition is installed, power on only the VIOS partition. If VIOS is not installed, power on one of the partitions. If the compute node is managed by a management console, wait for the compute node to be discovered by the management console before continuing with the next step.

Attention: If the management card was not properly installed, the power-on LED flashes rapidly and a communication error is reported to the management console. If this occurs, remove the compute node from the IBM Flex System Enterprise Chassis, as described in “Removing the management card” on page 58. Reseat the management card, and then reinstall the compute node in the IBM Flex System Enterprise Chassis.
9. A new Virtualization Engine technologies (VET) code must be generated and activated. Perform “Obtaining a PowerVM Virtualization Engine system technologies activation code” on page 63. Wait at least five minutes to ensure that the VET activation code is stored in the vital product data on the management card and then power off the operating system and the compute node. Continue with the next step of this procedure.
10. Access the Advanced System Management Interface (ASMI).

If you are already connected to the ASMI, go to the step 11.

 - To access the ASMI through the IBM Flex System Manager (FSM), see http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.psm.hosts.doc/dpsm_managing_hosts_launch_asm.html.
 - To access the ASMI through the Hardware management (HMC), complete the following steps:
 - a. Select the server that you are working with.
 - b. Click **Tasks > Operations > Launch Advanced System Management (ASM)**.
 - If you do not have a management console, access ASMI by using a web interface. For more information, see Chapter 5, “Accessing the service processor,” on page 27.
11. Verify that the management card VPD is correct.

Note: To complete this operation, your authority level must be administrator or authorized service provider. For information about ASMI authority levels, see <http://pic.dhe.ibm.com/infocenter/powersys/v3r1m5/topic/p7hby/asmiauthority.htm>.

- a. In the ASM Welcome pane, if you are not already logged in, specify your user ID and password, and click **Log In**.
- b. In the navigation area, select **System Configuration > Program Vital Product Data > System Brand**.
- c. Verify the system brand information matches what you recorded during the removal procedure. Otherwise, contact your next level of support.
- d. In the navigation area, select **System Configuration > Program Vital Product Data > System Keywords**.
- e. Verify the system keywords information matches what you recorded during the removal procedure. Otherwise, contact your next level of support.
- f. In the navigation area, select **System Configuration > Program Vital Product Data > System Enclosures**.
- g. In the right pane, select the **Enclosure location: UXXXX.YYY.ZZZZ** and click **Continue**.
- h. Verify the system enclosures information matches what you recorded during the removal procedure. Otherwise, contact your next level of support.

12. Power on the compute node and the operating system of each partition of the compute node.
13. If you replaced the part because of a service action, verify the repair by checking that the amber enclosure fault LED is off. For more information, see “Compute node control panel button and LEDs” on page 9.

Obtaining a PowerVM Virtualization Engine system technologies activation code

After replacing the management card, you must reenter the activation code for the PowerVM function to enable virtualization.

Before you complete this procedure, install the management card, as described in Installing the management card.

PowerVM is one of the Capacity on Demand advanced functions. Capacity on Demand advanced functions are also referred to as Virtualization Engine systems technologies or Virtualization Engine technologies (VET).

To locate your VET code and then install the code on your compute node, complete the following steps:

1. Power on the compute node. If a Virtual I/O Server (VIOS) partition is installed, power on only the VIOS partition. If VIOS is not installed, power on one of the partitions.
2. List the activation information that you must supply when the new VET activation code is ordered through one of the following methods:

- By using Advanced System Management Interface (ASMI):

- a. Access the ASMI.

If you are already connected to the ASMI, go to step 2c.

- 1) To access the ASMI through the IBM Flex System Manager (FSM), see http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.psm.hosts.doc/dpsm_managing_hosts_launch_asm.html.
- 2) To access the ASMI through the Hardware Management Console (HMC), complete the following steps:
 - a) Select the server that you are working with.
 - b) Click **Tasks > Operations > Launch Advanced System Management (ASM)**.
 - 3) If you do not have a management console, access ASMI by using a web interface. For more information, see Chapter 5, “Accessing the service processor,” on page 27.

- b. In the ASM Welcome pane, if you have not already logged in, specify your user ID and password, and then click **Log In**.

- c. In the navigation area, select **On Demand Utilites > CoD VET Information**.

The following is an example of the CoD VET information output:

Note: When you request the activation code, you must supply the information that is emphasized in the following example.

```
CoD VET Information
System type: 7895
System serial number: 12-34567
Card type: 52EF
Card serial number: 01-2315000
Card ID: 30250812077C3228
Resource ID: CA1F
Activated Resources: 0000
Sequence number: 0040
Entry check: EC
```

Go to step 3.

- By using HMC:
 - a. In the navigation area, expand **Systems Management**.
 - b. Select **Servers**.
 - c. In the contents area, select the destination compute node.
 - d. Click **Tasks > select Capacity on Demand (CoD) > PowerVM > View Code Information**.

The following is an example of the PowerVM output:

Note: When you request the activation code, you must supply the information that is emphasized in the following example.

```
CoD VET Information
System type: 7895
System serial number: 12-34567
Anchor card CCIN: 52EF
Anchor card serial number: 01-231S000
Anchor card unique identifier: 30250812077C3228
Resource ID: CA1F
Activated Resources: 0000
Sequence number: 0040
Entry check: EC
```

Go to step 3.

- By using FSM:
 - a. On the Chassis Manager page, under **Common Actions**, click **General Actions > Manage Power Systems Resources**. The Manage Power Systems Resources page is displayed.
 - b. Select the destination compute node.
 - c. Click **Actions**, and select **System Configuration > Capacity on Demand (CoD)**.
 - d. In the Capacity on Demand window, select **Advanced Functions** from the **Select On Demand Type** list.
 - e. In the table, select **PowerVM** as the **Type**.
 - f. Click **View Code Information**.

The following is an example of the PowerVM output:

Note: When you request the activation code, you must supply the information that is emphasized in the following example.

```
CoD VET Information
System type: 7895
System serial number: 12-34567
Anchor card CCIN: 52EF
Anchor card serial number: 01-231S000
Anchor card unique identifier: 30250812077C3228
Resource ID: CA1F
Activated Resources: 0000
Sequence number: 0040
Entry check: EC
```

Go to step 3.

- By using Integrated Virtualization Manager (IVM):
 - a. Start the IVM, if it is not running already.
 - b. In an IVM session, enter the `lsvet -t` code command.

The following is an example of the `lsvet` command output:

Note: When you request the activation code, you must supply the information that is emphasized in the following example.

```
sys_type=7895,sys_serial_num=12-34567,anchor_card_ccin=52EF,
anchor_card_serial_num=01-231S000, anchor_card_unique_id=30250812077C3228,
resource_id=CA1F,activated_resources=0000,sequence_num=0040, entry_check=EC
```


Go to step 3.

3. Send a request for the VET activation code for your replacement management card to the System p Capacity on Demand mailbox at pcod@us.ibm.com.

If the ASMI was used to get the VET information, include the following fields and their values:

- System type
- System serial number
- Card type
- Card serial number
- Card ID

If the HMC or FSM was used to get the VET information, include the following fields and their values:

- System type
- System serial number
- Anchor card CCIN
- Anchor card serial number
- Anchor card unique identifier

If the IVM `lsvet -t` code command was used to get the VET information, include the following fields and their values:

- `sys_type`
- `sys_serial_num`
- `anchor_card_ccin`
- `anchor_card_serial_num`
- `anchor_card_unique_id`

Following is an example of a statement that you can include in the email:

Provide a VET activation code for the new management card (anchor card) in my Flex power compute node.

The System p Capacity on Demand site then generates the code and posts the VET activation code on the website.

4. Go to the Capacity on Demand Activation code web page to retrieve your code.
 - a. Enter the system type, which is the value of the `sys_type` field from the IVM or the **System type** field from the ASMI, HMC, or FSM.
 - b. Enter the serial number, which is the value of the `sys_serial_num` from the IVM or the **System serial number** field from the ASMI, HMC, or FSM.

If the code has not yet been assigned, then the following note is displayed:

No matching activation code found.

Otherwise, look for a VET entry with a date that aligns with your request date. Then, record the corresponding VET activation code.

5. Enter the VET activation code to activate PowerVM virtualization through one of the following methods:
 - For ASMI, HMC, or IVM graphical user interface (GUI), see <http://www.ibm.com/support/entry/portal/docdisplay?lnodocid=MIGR-5091991>.
 - For FSM, see <http://www.ibm.com/support/entry/portal/docdisplay?lnodocid=MIGR-5091991>.
 - For IVM command-line interface (CLI), complete the following steps:
 - a. In an IVM session, enter the following command to activate the 34-character VET activation code.

```
chvet -o e -k <activation_code>
```

Where, *<activation_code>* is the Activation Code.

For example, if the activation code is 4D8D6E7A81409365CA1F000028200041FD, enter the following command:

```
chvet -o e -k 4D8D6E7A81409365CA1F000028200041FD
```

- b. In an IVM session, validate that the code entry is successful by using the `lsvet -t hist` command.

The following is an example of the command output:

```
time_stamp=03/06/2013 16:25:08,"entry=[VIO5I05000400-0331] CoD advanced  
functions activation code entered, resource ID: CA1F, capabilities: 2820."  
time_stamp=03/06/2013 16:25:08,entry=[VIO5I05000403-0332] Virtual I/O server  
capability enabled.  
time_stamp=03/06/2013 16:25:08,entry=[VIO5I05000405-0333] Micro-partitioning  
capability enabled.
```

This ends the procedure.

The procedure does not require you to restart the compute node to activate the PowerVM virtualization functions.

Note: If you intend to restart the compute node after you complete this procedure, wait at least 5 minutes before you restart the compute node, or before you power off and power on the compute node. This is to ensure that the activation code is stored in the vital product data on the management card.

Removing the light path diagnostics panel

You can remove this tier 2 CRU, or you can request IBM to remove it, at no additional charge, under the type of warranty service that is designated for the compute node. Remove the light path diagnostics panel to replace the panel or to reuse the panel in a new system-board and chassis assembly.

About this task

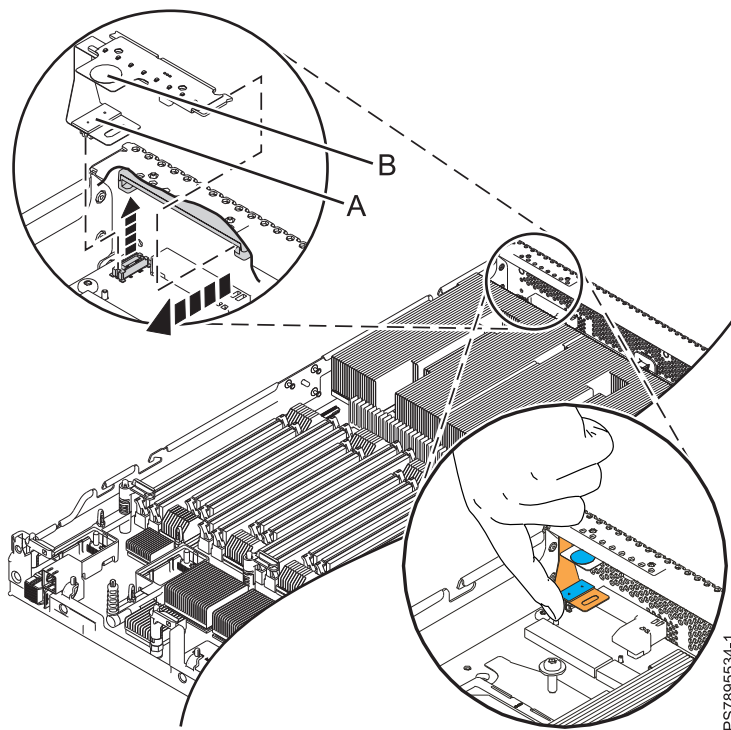


Figure 29. Removing the light path diagnostics panel

To remove the light path diagnostics panel, which is shown in Figure 29 on page 66, complete the following steps.

Note: See **7** in Figure 2 on page 12 for the location of the light path panel on the system board.

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
3. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
4. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
5. Grasp the light path diagnostics panel by its pull tab **(B)** and pull it horizontally out of its bracket.
6. Disconnect the cable **(A)** from the system board. For best maneuverability, orient yourself in front of the compute node. Use your index finger to reach under the cable connection and pull it up, as shown in Figure 29 on page 66.

Note: You can use the system-board LEDs and the service label located on the inside of the cover to identify the light path diagnostics panel that must be replaced. See “System-board LEDs” on page 13.

7. If you are instructed to return the light path diagnostics panel, follow all packaging instructions, and use any packaging materials for shipping that are supplied to you.

Installing the light path diagnostics panel

You can install this tier 2 CRU, or you can request IBM to install it, at no additional charge, under the type of warranty service that is designated for the compute node. Use this procedure to install the light path diagnostics panel into the currently installed system board. If you are also installing a new system board, you must complete this procedure before installing the new system board.

About this task

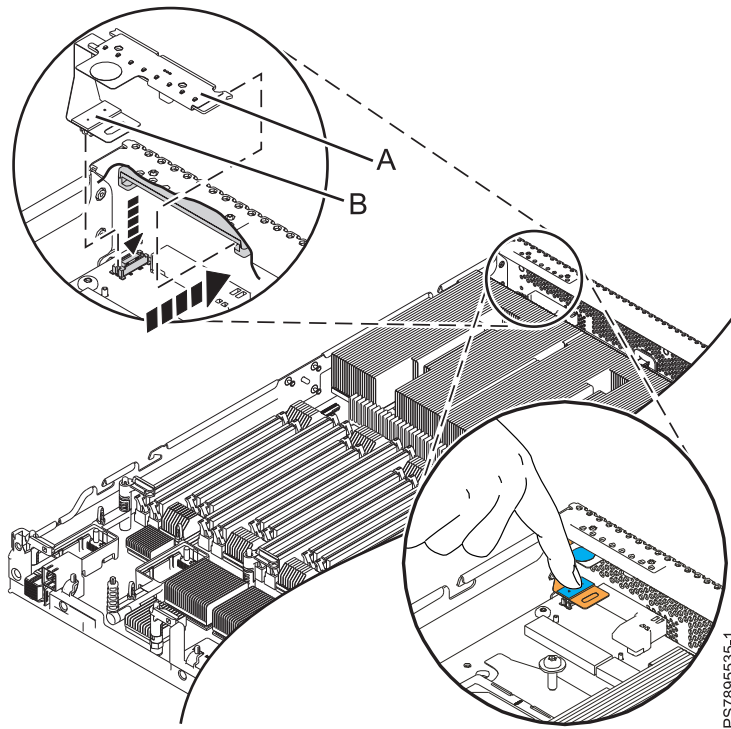


Figure 30. Installing the light path diagnostics panel

To install the light path diagnostics panel, which is shown in Figure 30, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
3. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
4. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
5. Locate the connector on the currently installed system board into which the light path panel will be installed. See **7** in Figure 2 on page 12 for the location of the light path panel on the system board.
6. For best maneuverability and visibility, orient yourself on the right side of the compute node.
7. Using your right hand, connect the cable (**B**) on the system board by pressing it in its connector slot by using your index finger.
8. Align the light path diagnostics panel (**A**) with its bracket. The blue touchpoint tab faces toward the back of the compute node.

9. Press the light path diagnostics panel securely in the bracket.
10. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

11. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.
12. If you replaced the part because of a service action, verify the repair by checking that the amber enclosure fault LED is off. For more information, see “Compute node control panel button and LEDs” on page 9.

Removing and replacing FRUs (trained service technician only)

About this task

A FRU must be installed only by trained service technicians.

Removing a microprocessor and heat sink

Learn how to remove the microprocessors from a compute node to replace a failing part or as part of another service procedure.

About this task

To remove a microprocessor and heat sink, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
3. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
4. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
5. Locate the microprocessor that is to be removed. See “System-board layouts” on page 11.
6. Open the packaging of the new microprocessor, and place the cover upside down next to the tray, as shown in Figure 31 on page 70. The cover will be used for the microprocessor that you are replacing.

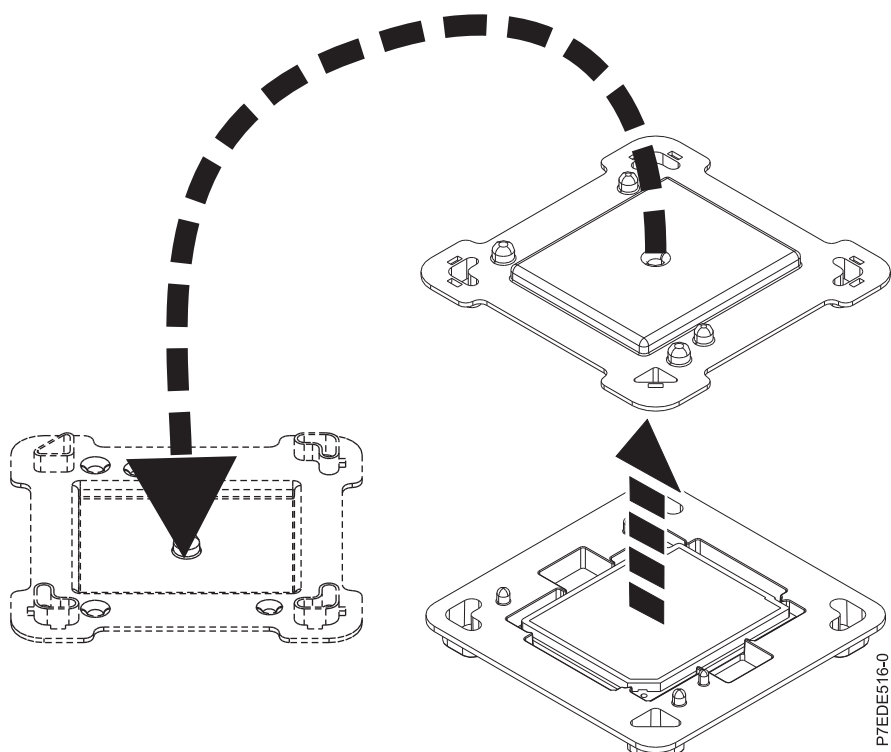


Figure 31. Opening the microprocessor packaging

7. Remove the heat sink:

- a. Loosen the heat-sink actuation screw by turning the supplied nut driver counterclockwise **(A)**, as shown in Figure 32 on page 71. Loosen the screw until it moves freely.
- b. Grip the heat sink **(B)** by the grooves on opposing sides and remove the heat sink by lifting it upward, as shown in Figure 33 on page 71. Set the heat sink aside on an electrostatic discharge (ESD) surface with the microprocessor side facing upward.

Note: If you plan to remove dust or debris from the heat sink, this operation must be performed in another room that is greater than 7.62 m (25 ft) away from the work area.

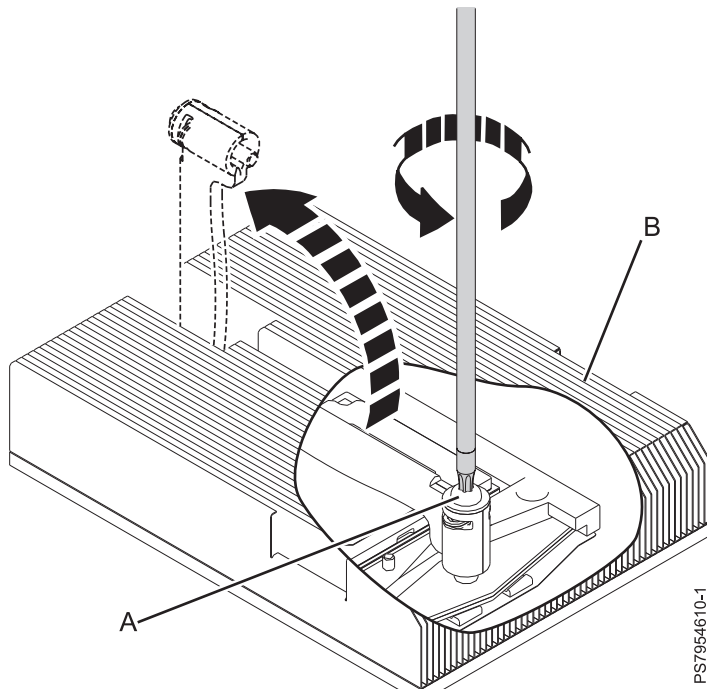


Figure 32. Loosening the heat-sink actuation screw

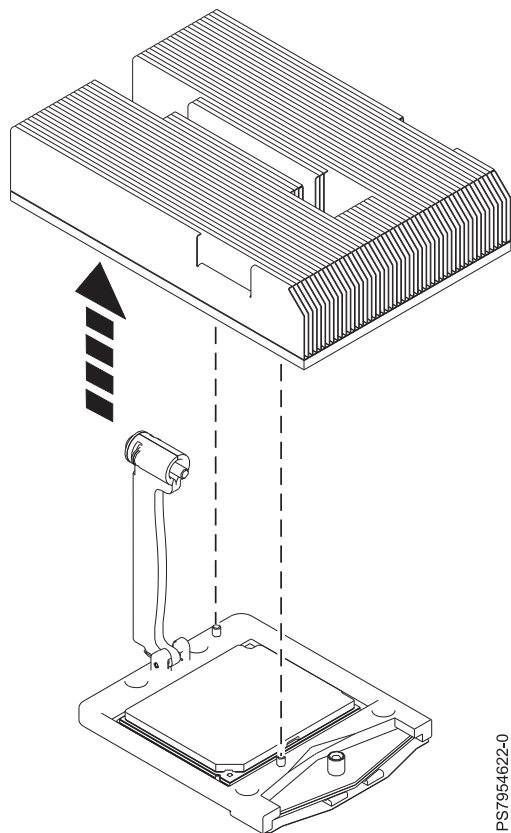


Figure 33. Removing the heat sink

8. If dust or debris is present, use an air bulb to blow small bursts of air from the center toward the sides of the microprocessor, as shown in Figure 34.

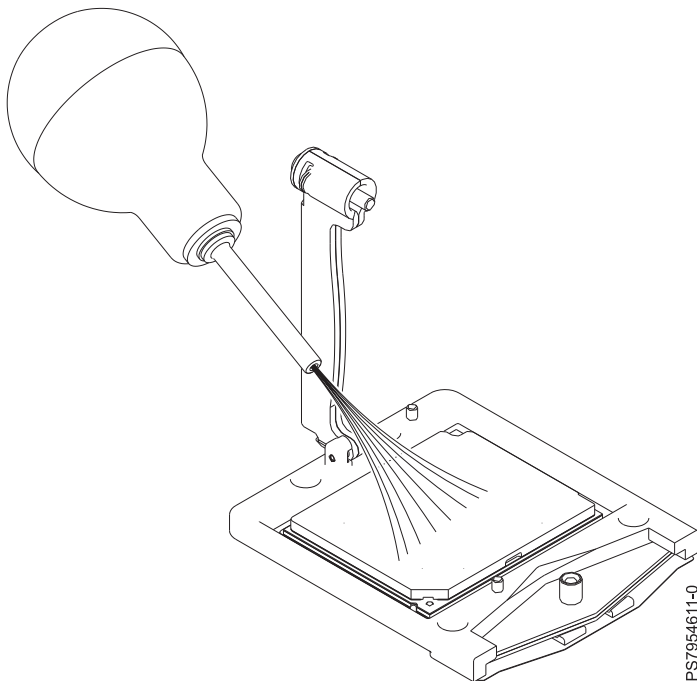
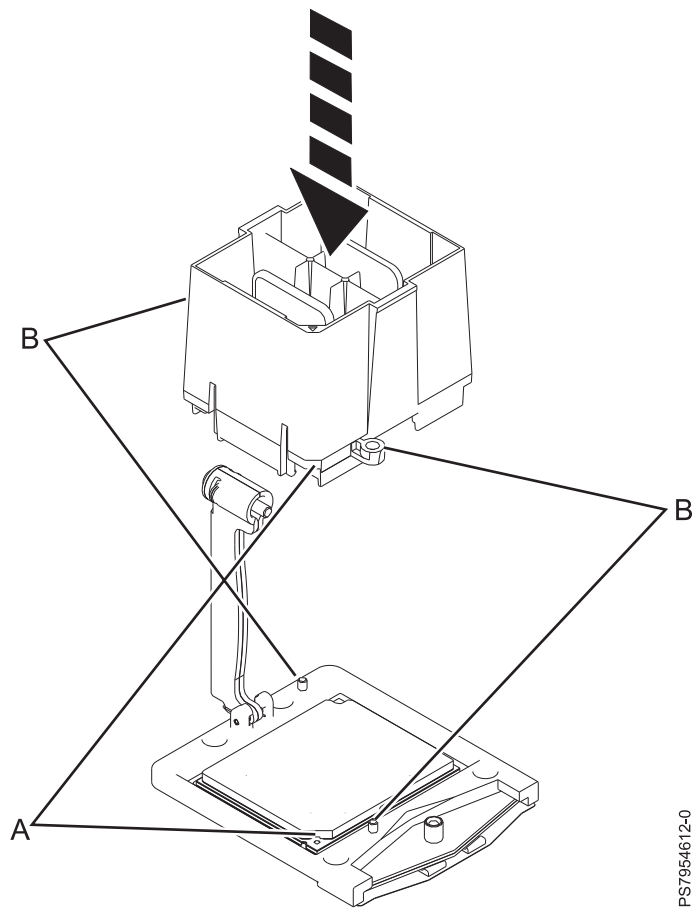


Figure 34. Dusting the processor area

9. Prepare the microprocessor for removal:
 - a. Using the removal tool, align the beveled corner **(A)** of the tool over the beveled corner of the module, as shown in Figure 35 on page 73.
 - b. Lower the tool over the microprocessor by ensuring that the two guide pins **(B)** are inserted into the alignment holes on each side of the tool.



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Figure 35. Preparing the microprocessor for removal

- c. With the removal tool (A) sitting on top of the microprocessor, push down on the tool to lock the microprocessor into the tool, as shown in Figure 36 on page 74.

Note: The tool drops slightly when you push down so that the jaws can grab the bottom of the microprocessor.

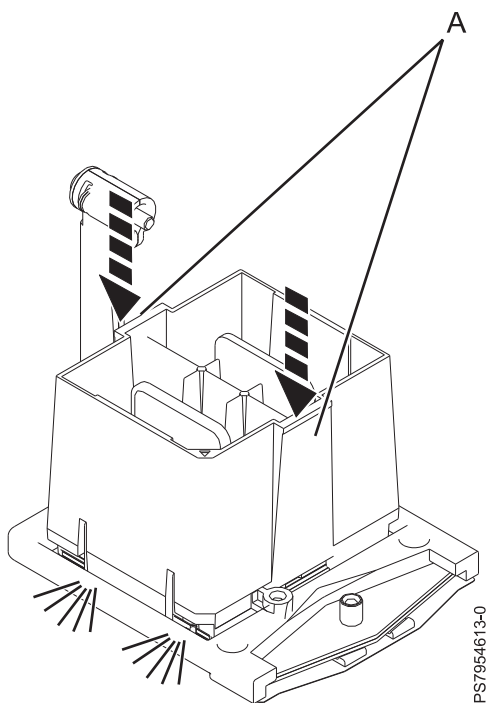


Figure 36. Locking the microprocessor into the tool

10. Holding the outside of the tool, lift the tool and microprocessor from the socket and place them at an angle in the top cover of the microprocessor packaging that was opened in step 6 on page 69, as shown in Figure 37.

Note: Setting the tool and microprocessor at an angle on the top cover of the microprocessor packaging makes it easier to pick up and place in the packaging after you replace the microprocessor.

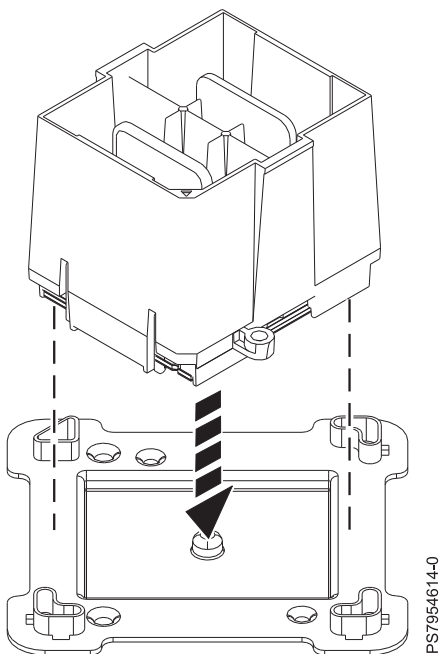


Figure 37. Placing the tool at an angle on the top cover of the packaging

11. Place the tool on the top cover of the microprocessor packaging to prevent the microprocessor from falling. Then squeeze the two tabs to release the microprocessor from the tool.

Note: To prevent the microprocessor from falling, do not squeeze the two tabs before you place the tool on the top cover of the microprocessor packaging.

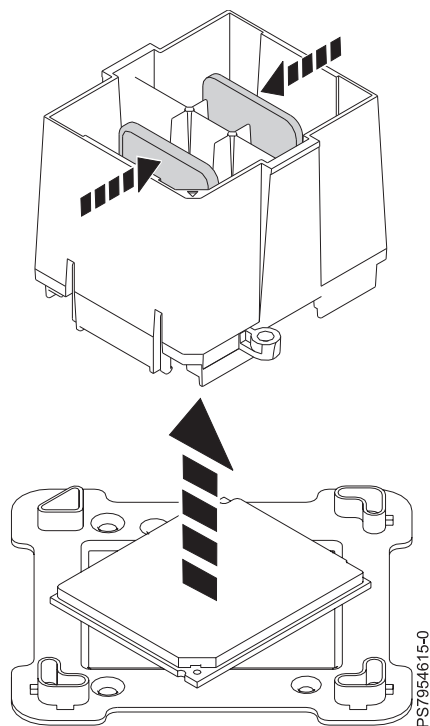


Figure 38. Releasing the microprocessor from the tool

Installing a microprocessor and heat sink

FRUs must be installed only by trained service technicians.

About this task

To install a microprocessor and heat sink, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
3. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
4. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.

5. Prepare the microprocessor for installation:
 - a. Using the removal tool, align the beveled corner **(A)** of the tool over the beveled corner of the module, as shown in Figure 1.
 - b. Lower the tool over the microprocessor by ensuring that the two guide pins **(B)** are inserted into the alignment holes on each side of the tool, as shown in Figure 39. Then push down on the tool to lock the microprocessor into the tool, as shown in Figure 40 on page 77.

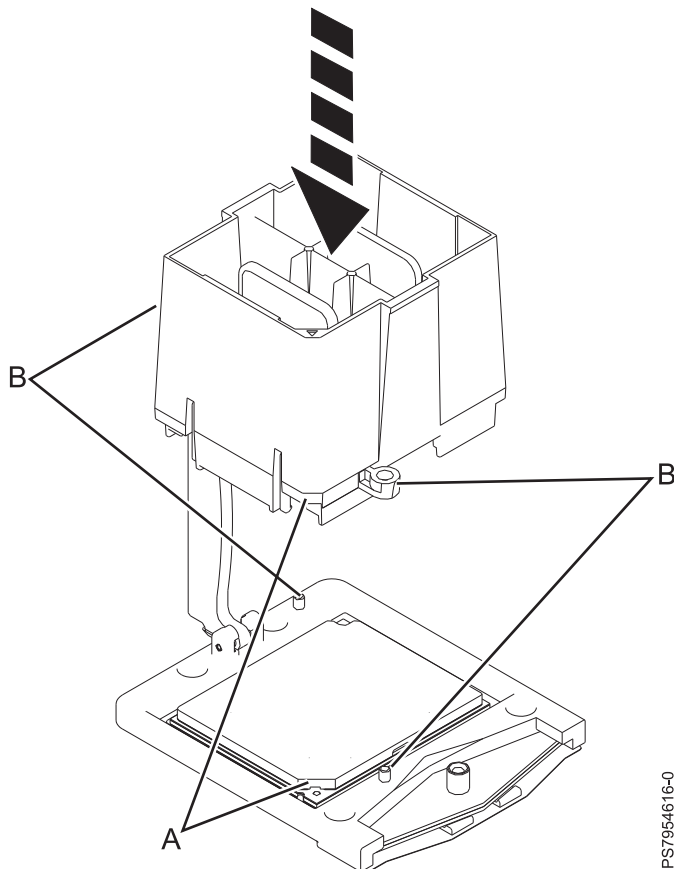


Figure 39. Preparing for microprocessor installation

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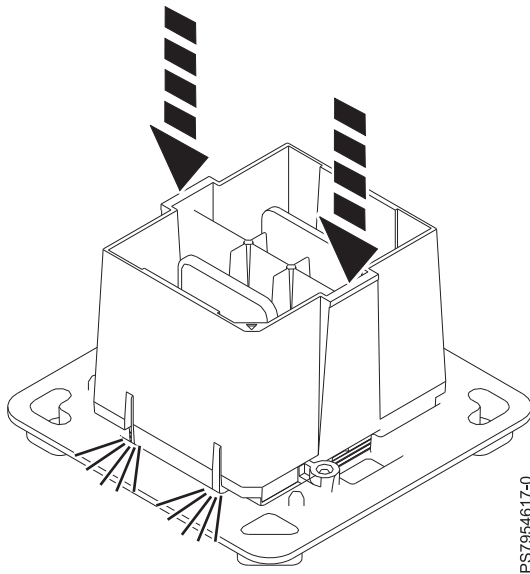


Figure 40. Locking the microprocessor into the tool

6. Prepare for microprocessor installation:

- a. Grasping the sides of the tool and microprocessor, carefully lift it slightly out of the microprocessor tray. Then turn it over so that the microprocessor side is up.
- b. Ensure that all four jaws (**A**) are firmly grabbing the microprocessor, as shown in Figure 41 on page 78.

Note: If one of the jaws is not firmly grabbing the microprocessor, press down on the corner of the microprocessor closest to the jaw until it locks into place. Do not touch any part of the microprocessor other than the corners.

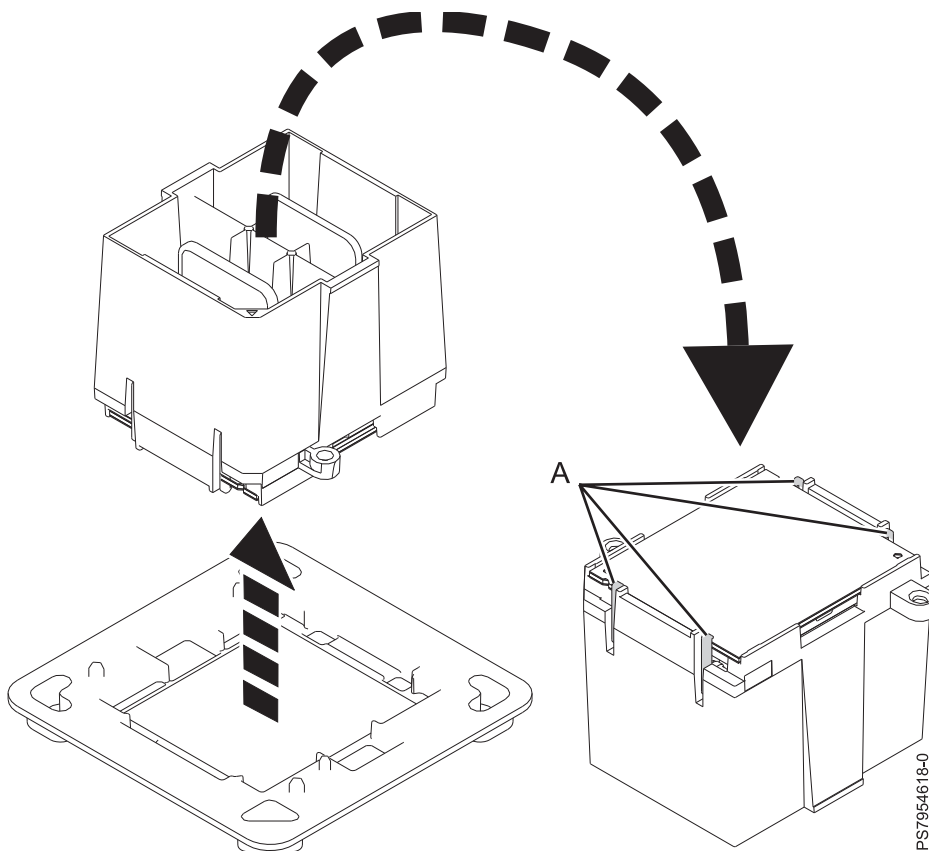


Figure 41. Preparing for microprocessor installation

7. Install the microprocessor:

- a. Lower the tool and microprocessor onto the socket, ensuring that the two guide pins are inserted into the alignment holes on each side of the tool.

Note: Do not attempt to slide the tool and the microprocessor in any direction while the microprocessor is touching the socket. If the tool and the microprocessor are not aligned with the guide pins, lift the tool and the microprocessor and reposition them.

- b. After the tool and microprocessor holes and guide pins are properly aligned, squeeze and hold the two tool tabs (**A**) together until a firm stop is reached. Then lift the tool off the microprocessor, as shown in Figure 42 on page 79.

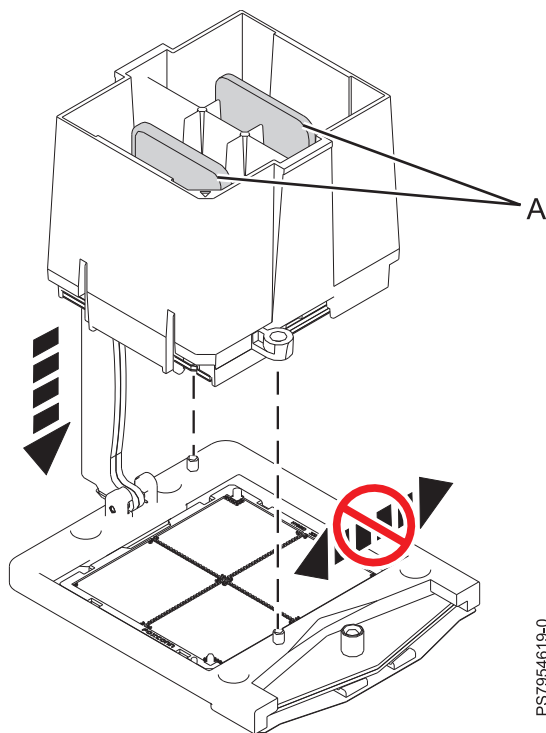


Figure 42. Installing the microprocessor

8. Inspect the thermal interface material (TIM) for visible signs of damage, as shown in Figure 43.

Note: When the heat sink is removed from the failed microprocessor, the TIM should be adhered to the heat sink. Unless damaged, the TIM that is adhered to the heat sink can be reused. Replacing the TIM is optional and is only performed if the TIM is damaged. Do not reuse the removed heat sink if the TIM is damaged. Either discard the heat sink and the damaged TIM locally or return them to IBM based on the part-order-form part status.

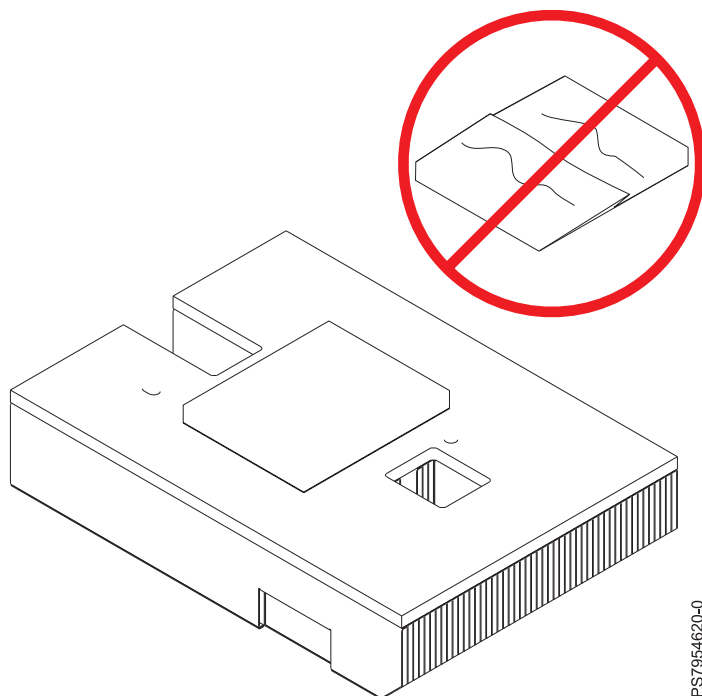


Figure 43. Inspecting the thermal interface material

9. Are you replacing the TIM or heat sink?

Yes: Continue with the next step.

No: Go to step 11.

10. Install a new TIM pad:

- If the TIM or heat sink must be replaced, order part number **00E9320**, Heat sink and TIM.
- Open the TIM packaging and carefully remove the TIM, holding it by the edges of the carrier strip and holding it away from the shipping container.
- Remove the protective film from the clear carrier strip by using the supplied tweezers.

Note: The TIM must remain flat. Small wrinkles are acceptable, but folds are not acceptable.

- Using the tweezers, remove the TIM from the carrier strip and center it onto the microprocessor with the black side facing up. Align the beveled edges of the TIM and the microprocessor (**A**), as shown in Figure 44.

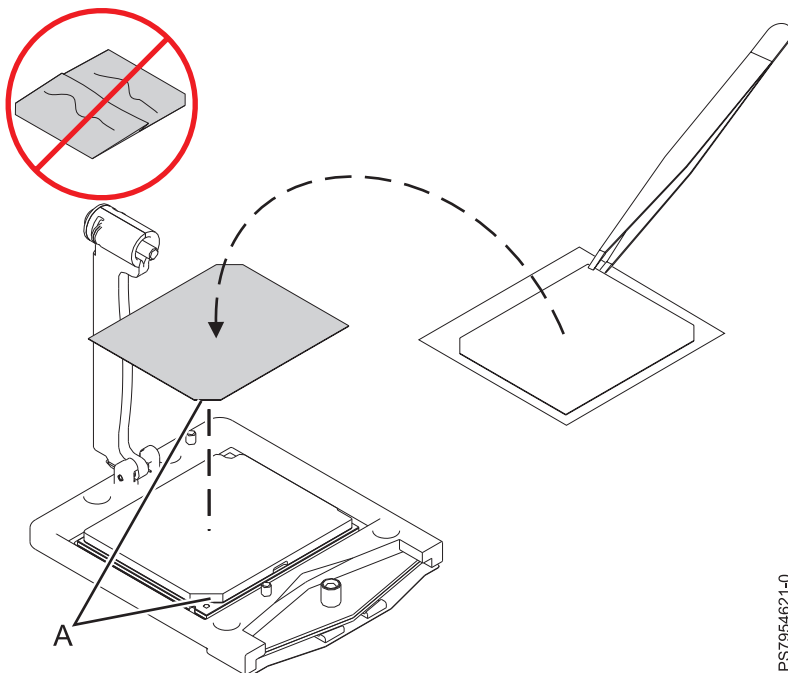
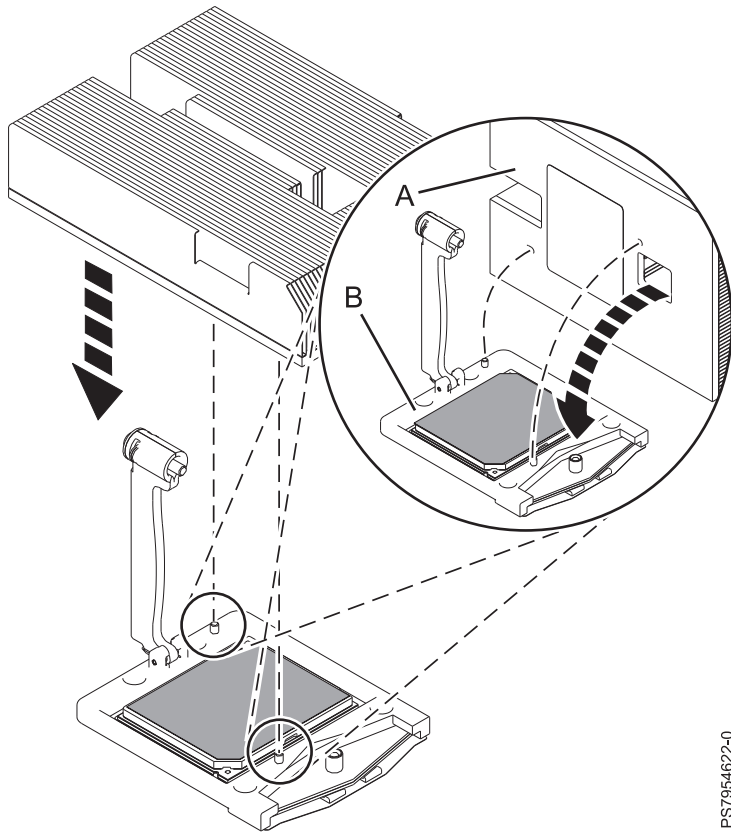


Figure 44. Installing the TIM onto the processor lid

11. Install the heat sink:

- Lower the heat sink over the microprocessor, ensuring that the two guide pins (**B**) are inserted into the alignment holes on each side of the tool, as shown in Figure 45 on page 81.
- Ensure that the heat-sink load arm is engaged.

Note: If the load arm is not engaged, you must manually engage the load arm onto the heat sink while the load screw is being tightened.



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Figure 45. Installing the heat sink

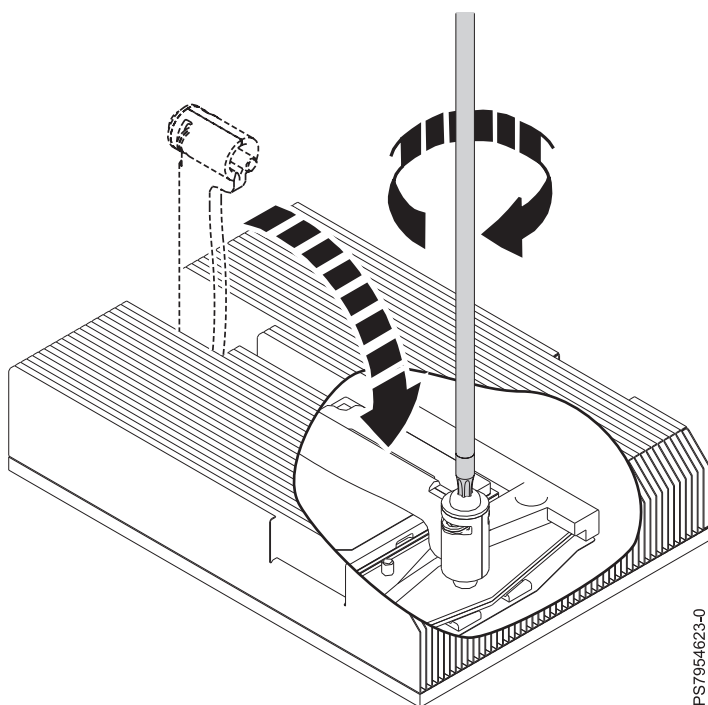
12. Secure the heat sink:

- a. Upon placing the heat sink on the microprocessor, ensure that the heat-sink load arm on the side of the heat sink becomes engaged, as shown in Figure 46 on page 82.
- b. While holding the heat sink in place, use the supplied nut driver to tighten the heat-sink actuation screw. Turn the screw clockwise a few turns.
- c. Is the load arm still engaged?

Yes: Continue turning the actuation screw clockwise until a firm stop is reached.

No: Unscrew the actuation screw. Hold the load arm onto the heat sink while tightening the screw until a firm stop is reached.

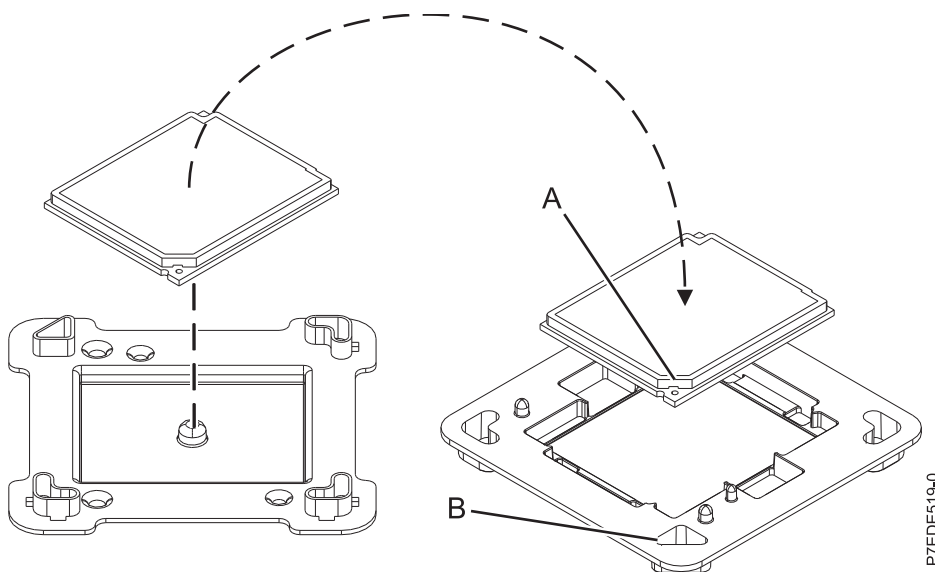
Note: If during this step, the heat sink moves noticeably, it is likely that the load arm is not engaged. If the heat sink moves noticeably, unscrew the actuation screw and hold the load arm onto the heat sink while tightening the screw until a firm stop is reached.



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Figure 46. Securing the heat sink

13. Lightly grip the microprocessor that you replaced by the edges and lift it off of the packaging cover. Align the beveled corner of the module (A) to the corner of the packaging with triangle (B) and place it in the packaging, as shown in Figure 47. Close the packaging cover.



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Figure 47. Placing the microprocessor into the packaging

14. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before installing the compute node.

15. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.
16. If you replaced the part because of a service action, verify the repair by checking that the amber enclosure fault LED is off. For more information, see “Compute node control panel button and LEDs” on page 9.
17. Turn on the compute node.

Replacing the system-board and chassis assembly

FRUs must be replaced only by trained service technicians. When replacing the system board, you replace the system board and compute node base (chassis) as a single assembly.

Before you begin

Attention: Replacing the management card and the system board at the same time might result in the loss of vital product data (VPD) and information about the number of active processor cores. If the management card and system board must both be replaced, replace them one at a time. For further assistance, contact your next level of support.

About this task

Note: For more information about the locations of the connectors and LEDs on the system board, see “System-board layouts” on page 11.

To replace the system-board and chassis assembly, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Is the compute node managed by a management console?
Yes Continue with step 3.
No Continue with step 5 on page 84.
3. If the compute node has Virtual I/O Server (VIOS) installed or uses more than one partition, have the customer back up partition profile data by using one of the following methods:
 - If this system is managed by an IBM Flex System Manager (FSM) management console, back up partition profile data. Using the Systems management command-line interface (SMCLI), enter the **bkprofdata** command. See smcli - Systems management command-line interface (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.8731.doc/com.ibm.director.cli.helps.doc/fqm0_r_cli_smcli.html). For more information about the **bkprofdata** command, see BKPROFDATA (<http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.psm.reference.doc/manpages/psm.bkprofdata.html>).

Note: If the backup operation fails because the compute node is in an error state, save the configuration files by using the log collection tool. See Collecting pedbg on Flex System Manager (FSM) (<https://www.ibm.com/support/docview.wss?uid=nas777a837116ee2fca8862578320079823c>).

- If this system is managed by an Hardware Management Console (HMC), back up the partition profile data by using the HMC. See Backing up the partition profile data (<http://pic.dhe.ibm.com/infocenter/powersys/v3r1m5/topic/p7hbm/backupprofdata.htm>).

Note: If the backup fails because the compute node is in an error state, save the configuration files by using the log collection tool. See Version 7 or 8 HMC: Collecting PEDBG from the HMC (<http://www.ibm.com/support/docview.wss?uid=nas8N1018878>).

- If this system is managed by an Integrated Virtualization Manager (IVM), back up the partition profile data. Using the IVM command line, enter the **bkprofdata** command. For more information about the **bkprofdata** command, see IVM bkprofdata command (<http://pic.dhe.ibm.com/infocenter/powersys/v3r1m5/topic/p7hcg/bkprofdata.htm>).

If no backup data is available and the back-up partition profile data operation fails, the partition details cannot be restored. The partitions must be rebuilt after hardware recovery.

Note: Although the FSM and HMC management consoles automatically save partition profile data, which is used for recovery in step 28 on page 89, the manual partition profile data backup that is completed in step 3 on page 83 is recommended as a precaution and best practice before you replace the system board.

4. Does the compute node have Fibre Channel adapters?

Yes If the VIOS is operational, have the customer complete “Save vfchost map data” on page 478. Then, continue with the next step.

Note: If the VIOS is not operational and vfchost map data is not available from a previous save operation, the vfchost mapping must be manually re-created (see step 31 on page 90) before powering on partitions.

No Continue with the next step.

5. Have the customer record the system name of the compute node as shown on the Advanced System Management Interface (ASMI). The system name is displayed near the top of the ASMI Welcome pane (for example **Server-7895-43X-SNABC1234**). For information about how to access the ASMI, see Chapter 5, “Accessing the service processor,” on page 27.
6. Have the customer record the compute node IPv4 address and any static IPv6 addresses. Complete the following steps:
 - a. Access the Chassis Management Module (CMM) web interface. For instructions, see Ethernet connection (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/remote_console_ethernet_connect_cmm.html).
 - b. From the menu bar, click **Chassis Management**. Then, from the drop-down menu, click **Component IP Configuration**. From the **Device Name** list, click the compute node name to access the property tabs for the compute node. Record the address that is displayed in the IPv4 property tab. Record any static addresses that are displayed in the IPv6 property tab. For more information about displaying the IP configuration of a compute node, see Chassis management options (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/cmm_ui_chassis_management.html).

7. Have the customer record Serial over LAN (SOL) setting of the chassis and Serial over LAN setting of the compute node. Complete the following steps:
 - a. Access the Chassis Management Module (CMM) web interface. For instructions, see Ethernet connection (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/remote_console_ethernet_connect_cmm.html).
 - b. To record the Serial over LAN setting of the chassis, complete the following steps:
 - 1) From the menu bar, click **Chassis Management**.
 - 2) From the **Chassis Management** list, click **Compute Nodes**.
 - 3) Click the **Global Settings** button.
 - 4) In the **Global Node Settings** window, click the **Serial Over LAN** tab.
 - 5) Record the **Enable Serial Over LAN** check box setting.
 - 6) Click cancel to close the **Global Node Settings** window.
 - c. To record the Serial over LAN setting of the compute node, complete the following steps:
 - 1) From the **Device Name** list, click the compute node name to access the property tabs for the compute node.
 - 2) Click the **General** tab.
 - 3) Record the **Enable Serial Over LAN** check box setting.
8. Have the customer record the VIOS boot device. If multiple devices are mapped to the VIOS, record the current device.

Note: Boot device information is stored in the service processor of the system board and it must be manually restored after the system board is replaced with a new system board.

Enter the following commands in the padmin shell of each VIOS partition:

- **oem_setup_env**
- **bootlist -m normal -o -v**

These commands provide the device tree path. Record the output information. This information will be used in step 30 on page 90 of this procedure.

9. Have the customer shut down the operating system on all partitions of the compute node, and turn off the compute node.
10. Remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
11. Carefully lay the compute node on a flat, static-protective surface, with the cover side up.
12. Open and remove the compute node cover. See “Removing the compute node cover” on page 33.
13. Remove the bezel assembly. Locate the bezel on the right-side at the front of the compute node. Holding both sides of the bezel assembly, pull the bezel assembly away from the compute node as shown in Figure 48 on page 86.

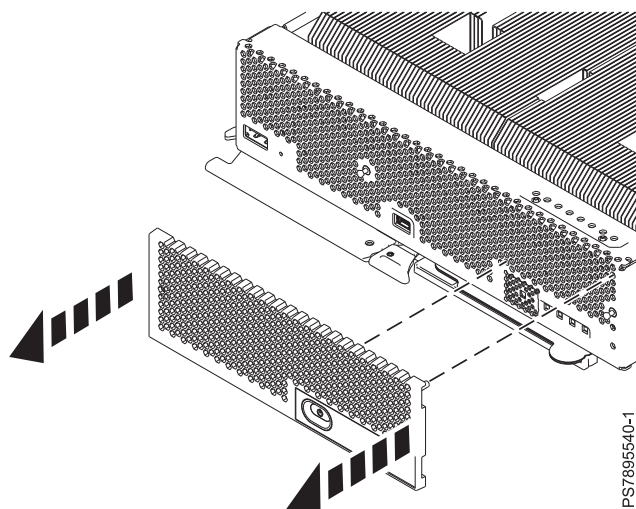


Figure 48. Removing the bezel assembly from an IBM Flex System p270 Compute Node

14. Remove any of the following installed components from the system board, and then place them on a nonconductive surface or install them on the new system-board and chassis assembly:
 - I/O expansion adapter. See "Removing an I/O expansion adapter" on page 49.
 - DIMMs. See "Removing a DIMM" on page 44.
 - Management card. See "Removing the management card" on page 58.
 - Microprocessor and heat sink. See "Removing a microprocessor and heat sink" on page 69.
15. Touch the static-protective package that contains the system-board and chassis assembly to any *unpainted* metal surface on the IBM Flex System Enterprise Chassis or any *unpainted* metal surface on any other grounded rack component, and then remove the assembly from its package.
16. Install any of the following components that were removed from the old system-board and chassis assembly:
 - DIMMs. See "Installing a DIMM" on page 47.
 - Management card. See "Installing the management card" on page 60.
 - Microprocessor and heat sink. See "Installing a microprocessor and heat sink" on page 75.
 - I/O expansion adapter. See "Installing an I/O expansion adapter" on page 52.

Note: Install a DIMM filler in any location where a DIMM is not present to avoid machine damage.

17. Install the bezel assembly:
 - a. Align the bezel with the compute node according to the circled locations indicated in Figure 49 on page 87.
 - b. Align the bezel assembly with the front of the compute node. Firmly press the bezel at the sides where the two pins protrude from the face of the compute node until the assembly clicks into place.

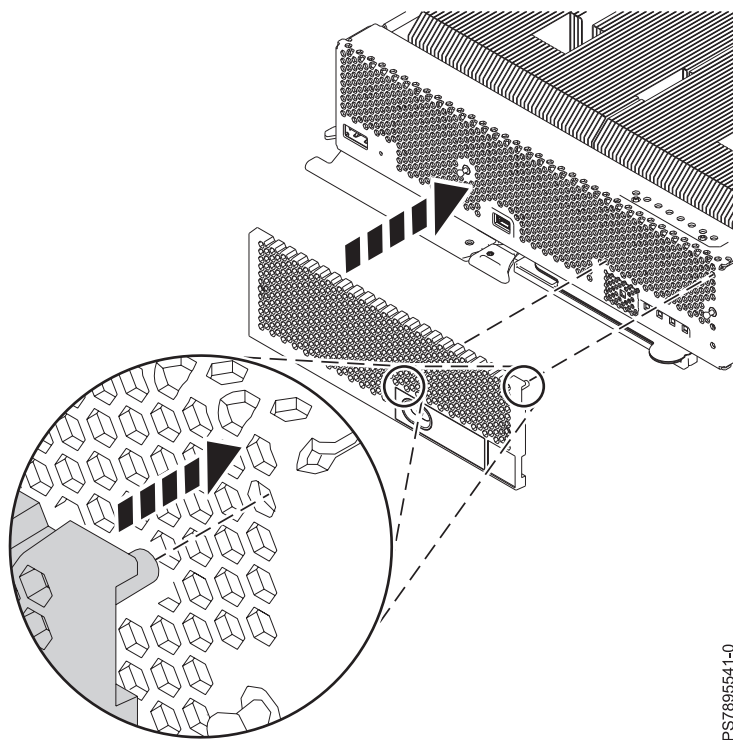


Figure 49. Installing the bezel assembly in an IBM Flex System p270 Compute Node

18. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

19. Write the machine type, model number, and serial number of the compute node on the repair identification tag that is provided with the replacement system-board and chassis assembly. This information is on the identification label that is on the lower right corner of the bezel on the front of the compute node.

Important: Completing the information about the repair identification tag ensures future entitlement for service.

20. Place the repair identification tag on the bottom of the compute node chassis.
21. Install the compute node into the IBM Flex System Enterprise Chassis. Do not turn on the compute node until step 26 on page 89 or 27 on page 89 of this procedure, depending upon whether the compute node is managed by a management console. For more information about how to install the compute node, see “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.

22. Have the customer set the compute node IPv4 address and any static IPv6 addresses. Complete the following steps:
 - a. Access the Chassis Management Module (CMM) web interface. For instructions, see Ethernet connection (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/remote_console_ethernet_connect_cmm.html).
 - b. In the menu bar, click **Chassis Management**. Then, in the drop-down menu, click **Component IP Configuration**. From the **Device Name** list, select the compute node name to access property tabs for the compute node. Set the address in the IPv4 property tab by using the information that is recorded in step 6 on page 84 of this procedure. Set any static addresses in the IPv6 property tab by using the information that is recorded in step 6 on page 84 of this procedure. For more information about displaying the IP configuration of a compute node, see Chassis management options (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/cmm_ui_chassis_management.html).
23. Have the customer set the chassis and compute node level Serial over LAN (SOL) settings of the compute node. Complete the following steps:
 - a. Access the Chassis Management Module (CMM) web interface. For instructions, see Ethernet connection (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.cmm.doc/remote_console_ethernet_connect_cmm.html).
 - b. To set the Serial over LAN setting of the chassis, complete the following steps:
 - 1) In the menu bar, click **Chassis Management**.
 - 2) From the **Chassis Management** list, click **Compute Nodes**.
 - 3) Click the **Global Settings** button.
 - 4) In the **Global Node Settings** window, click the **Serial Over LAN** tab.
 - 5) Set the **Enable Serial Over LAN** check box by using the information that is recorded in step 7 on page 85 of this procedure. Then, click **OK** to save the setting.
 - 6) In the **SOL Global Configuration** window, click close.
 - c. To set the Serial over LAN setting of the compute node, complete the following steps:
 - 1) From the **Device Name** list, click the compute node name to access the property tabs for the compute node.
 - 2) Click the **General** tab.
 - 3) Set the **Enable Serial Over LAN** check box by using the information that is recorded in step 7 on page 85 of this procedure. Click apply to save the Serial Over LAN setting.
 - 4) In the **Node Properties** window, click close.
24. Have the customer set the compute node system name. Complete the following steps:
 - a. Access the ASMI. For information about how to access the ASMI, see Chapter 5, "Accessing the service processor," on page 27.
 - b. The system name was recorded in step 5 on page 84 of this procedure. If the correct system name is not displayed near the top of the ASMI Welcome pane, set the system name by clicking **System Configuration > System Name**.
25. Have the customer ensure that the Time-Of-Day setting is correct. Complete the following steps:
 - a. Access the ASMI. For information about how to access the ASMI, see Chapter 5, "Accessing the service processor," on page 27.
 - b. Click **System Configuration > Time Of Day**.
 - c. Ensure that the Time-Of-Day is set to the NTP mode or that the Time-Of-Day has the correct time in Coordinated Universal Time (UTC).

Note: If the Time-of-Day is set to the NTP mode, the ASMI center pane shows the following message - Changing date/time is not allowed when the system is in NTP mode and you cannot change the time. If the NTP mode is not set and the time is not correct in UTC, enter the correct time and save. This operation can be completed only when the compute node is turned off.

26. Is the compute node managed by a management console?

Yes Continue with step 27.

No Have the customer turn on the compute node, then continue with step 32 on page 90.

27. Have the customer complete the following steps:

- a. Access the ASMI. For information about how to access the ASMI, see Chapter 5, “Accessing the service processor,” on page 27.
- b. Click **Power/Restart Control > Power On/Off System**.
- c. Record the current setting in the **Server firmware start policy** field.
- d. Change the Server firmware start policy setting to Standby (User-Initiated).
- e. Click **Save Settings and Power on**.

28. If the compute node has VIOS installed or uses more than one partition, have the customer restore partition profile data by using one of the following methods:

- If this system is managed by an FSM, ensure that the compute node is displayed on the **Manage Power Systems Resource** page. If the compute node is not displayed, complete the following actions in sequence, as needed:
 - a. Collect inventory on the chassis and request access. See Collecting inventory (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.8731.doc/com.ibm.director.discovery.helps.doc/fqm0_t_collecting_inventory.html).
 - b. If the compute node is still not displayed, reseal the compute node. See Removing the compute node from an IBM Flex System Enterprise Chassis (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.7895.doc/removing_the_blade_server.html). Once the FSM discovers the compute node, collect inventory on the chassis, and then request access again. See Collecting inventory (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.8731.doc/com.ibm.director.discovery.helps.doc/fqm0_t_collecting_inventory.html).
 - c. After the compute node is displayed on the **Manage Power Systems Resource** page, click **Hosts**. The compute node should have a state of Error with a detailed state of Recovery. This state indicates that the profile data of the node must be recovered from the FSM. Recover the partition profile data. For instructions, see Correcting a Recovery state for a server (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.psm.troubleshooting.doc/dpsm_troubleshooting_managedsystemstate_recovery.html).

Note: The compute node is turned on as part of the recovery process.

- If this system is managed by an HMC, complete the following steps:
 - a. Log in to the HMC.
 - b. Click **Systems Management > Servers**.
 - c. If the compute node displays Failed Authentication in the Status column and Incorrect password in the Reference code column, select the compute node and use the Update Password task to enter the correct password for the **USERID** user ID. After you have entered a correct password, the compute node displays Recovery in the Status column.
 - d. Recover the partition profile data. For instructions, see Correcting a Recovery state for a managed system (http://pic.dhe.ibm.com/infocenter/powersys/v3r1m5/topic/p7eav/aremanagedsystemstate_recovery.htm).

Note: The compute node is turned on as part of the recovery process.

- If this system is managed by an IVM, turn on the compute node, then restore the partition profile data. Using the IVM command line, enter the **rstprofdata** command. For more information about the rstprofdata command, see IVM rstprofdata command (<http://www.ibm.com/support/knowledgecenter/api/content/nl/en-us/POWER7/p7hcg/rstprofdata.htm>).

29. Have the customer complete the following steps:
 - a. Access the ASMI. For information about how to access the ASMI, see Chapter 5, “Accessing the service processor,” on page 27.
 - b. Click **Power/Restart Control > Power On/Off System**.
 - c. Change the Server firmware start policy setting to the value that was recorded in step 27 on page 89.
 - d. Click **Save Settings and continue system server firmware boot**.
30. Have the customer activate a VIOS partition by using one of the following methods:
 - a. If this system is managed by an FSM, see Activating a virtual server (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.psm.resources.doc/vs/sdmc_vs-activating_vs.html).
 - b. If this system is managed by an HMC, see Activate (www.ibm.com/support/knowledgecenter/POWER7/p7ha1/smpactivate.htm).
 - c. If this system is managed by an IVM, see Activating logical partitions (<http://www.ibm.com/support/knowledgecenter/POWER7/p7hch/iphchactivatelpar.htm>).

Press **1** while the partition is being activated to enter the SMS menu. See Starting the SMS utility (http://pic.dhe.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.7895.doc/starting_sms.html). At the SMS main menu, click **Select Boot Options** and restore the boot device order that is recorded in step 8 on page 85 of this procedure. Then, repeat this step for any remaining VIOS partitions, if applicable.
31. Does the compute node have Fibre Channel adapters?

Yes Have the customer complete the steps in the “Restore vfchost map data” on page 479 topic. Then, continue with the next step.

No Continue with the next step.
32. Have the customer reset the system date and time through the operating system that is installed. For information, see the documentation for your operating system.
33. If the part was replaced because of a service action, verify the repair by checking that the amber enclosure fault LED is off. For more information, see “Compute node control panel button and LEDs” on page 9.

What to do next

After replacing the system-board and chassis assembly, you must either update the system with the latest firmware or restore the pre-existing firmware.

Completing the installation

To complete the installation, you must install and close the compute node cover, install the compute node into the IBM Flex System Enterprise Chassis, and turn on the compute node.

Procedure

1. Install and close the compute node cover. See “Installing and closing the compute node cover” on page 34.

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

2. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.
3. Turn on the compute node, as described in “Turning on the compute node” on page 10.

Note: If you have just connected the power cords of the IBM Flex System Enterprise Chassis to electrical outlets, you must wait until the power-on LED on the compute node flashes slowly before you press the power-control button.

4. If you installed an I/O expansion card, use the documentation that comes with the expansion card to install device drivers and to perform any configuration that the expansion card requires.
5. For certain optional devices, run the compute node SMS Utility program, as described in “Using the SMS utility” on page 18.

Installing and closing the compute node cover

Install and close the cover of the compute node before you insert the compute node into the IBM Flex System Enterprise Chassis. Do not attempt to override this important protection.

About this task

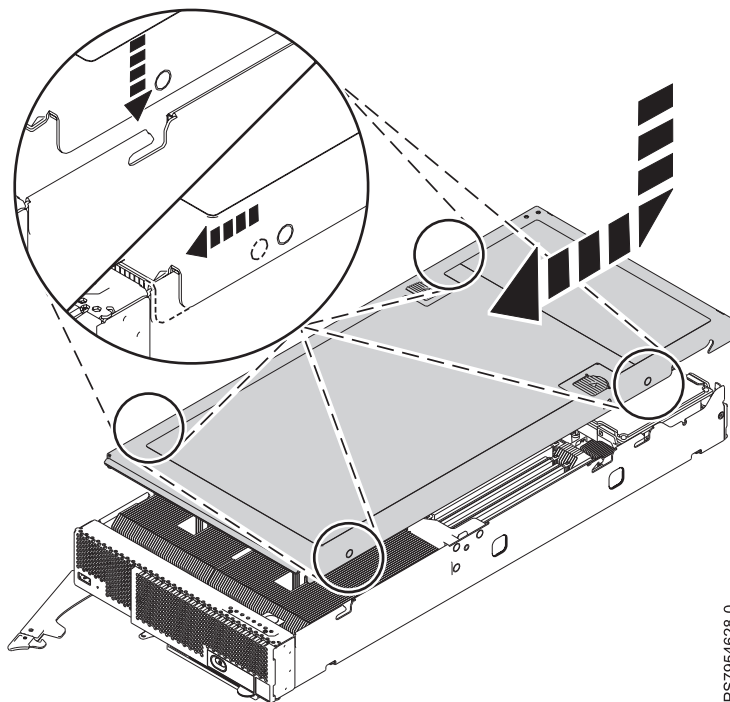


Figure 50. Installing the cover for an IBM Flex System p270 Compute Node

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

To replace and close the compute node cover, complete the following steps:

Procedure

1. Read the Safety topic and the “Installation guidelines” on page 29.
2. Lower the cover so that the pins on the sides of the cover slide down into the slots (as shown in the preceding figure) at the front and rear of the compute node. Before you close the cover, verify that all components are installed and seated correctly and that you have not left loose tools or parts inside the compute node.
3. Slide the cover forward to the closed position until the releases click into place in the cover.
4. Install the compute node into the IBM Flex System Enterprise Chassis. See “Installing the compute node in an IBM Flex System Enterprise Chassis.”

Installing the compute node in an IBM Flex System Enterprise Chassis

Install the compute node in an IBM Flex System Enterprise Chassis to use the compute node.

About this task

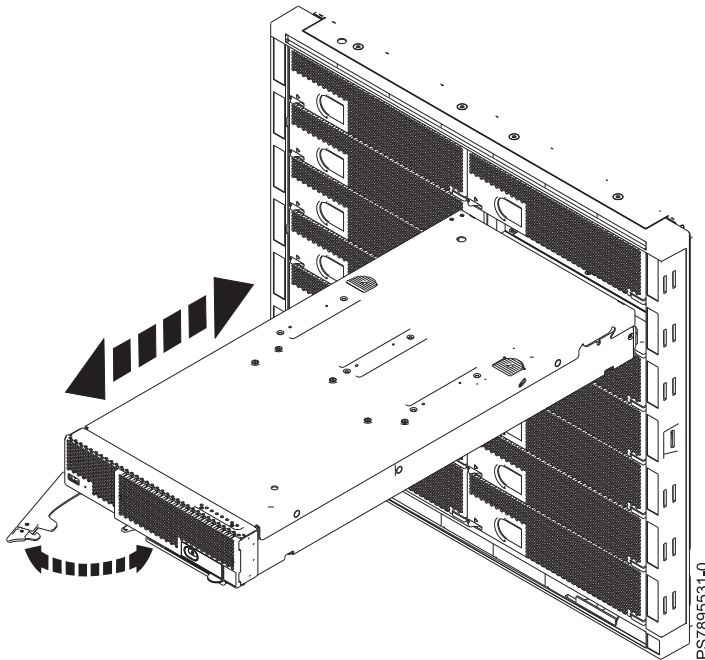


Figure 51. Installing the compute node in an IBM Flex System Enterprise Chassis

Statement 21



CAUTION:

Hazardous energy is present when the compute node is connected to the power source. Always replace the compute node cover before you install the compute node.

To install a compute node in an IBM Flex System Enterprise Chassis, complete the following steps:

Procedure

1. Go to <http://www.ibm.com/support/entry/portal/Overview> to download the latest firmware for the compute node.
Download the firmware so that you can use it later to update the compute node after you start it.
2. Read the Safety topic and the “Installation guidelines” on page 29.
3. If you have not done so already, install any optional devices that you want, such as a SAS drive or memory modules.
4. Select the bay for the compute node:
 - See <http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.common.nav.doc/chassis.html> that comes with your IBM Flex System Enterprise Chassis to verify that the bay you choose is powered.
 - Ensure proper cooling, performance, and system reliability by installing a compute node, expansion unit, or slot filler in each bay.
 - Reinstall a compute node in the same bay to preserve configuration information and update options that are established by the bay. Reinstalling into a different bay can have unintended consequences, which might include reconfiguring the compute node.
5. Verify that the release handle on the compute node is in the open position (perpendicular to the compute node, as shown in Figure 51 on page 92).
6. Remove any existing compute node and filler nodes from the bay in which you plan to install the compute node.
7. Slide the compute node into the bay from which you removed it until the compute node stops.
8. Push the release handle on the front of the compute node to close and lock it.
The discovery and initialization process can take up to 3 minutes to complete. The discovery and initialization process is complete when the green LED stops flashing rapidly and begins to flash slowly. At this point, you can power on the compute node.
9. Turn on the compute node. See “Turning on the compute node” on page 10.
10. Verify that the power-on LED on the compute node control panel is lit continuously. The continuous light indicates that the compute node is receiving power and is turned on.
11. Optional: Write identifying information on one of the user labels that come with the compute node and place the label on the IBM Flex System Enterprise Chassis bezel.
Important: Do not place the label on the compute node or in any way block the ventilation holes on the compute node. See the online information or the documentation that comes with your IBM Flex System Enterprise Chassis for information about label placement.
12. Use the SMS Utility program to configure the compute node. See “Using the SMS utility” on page 18.
13. Also use the management module to configure the compute node. See the documentation for the management module to understand the functions that the management module provides.

What to do next

If you have changed the configuration of the compute node or if this is a different compute node than the one you removed, you must configure the compute node. You might also have to install the compute node operating system.

See Chapter 4, “Installing the operating system,” on page 23 for detailed information about these tasks.

Chapter 7. Parts listing for IBM Flex System p270 Compute Node

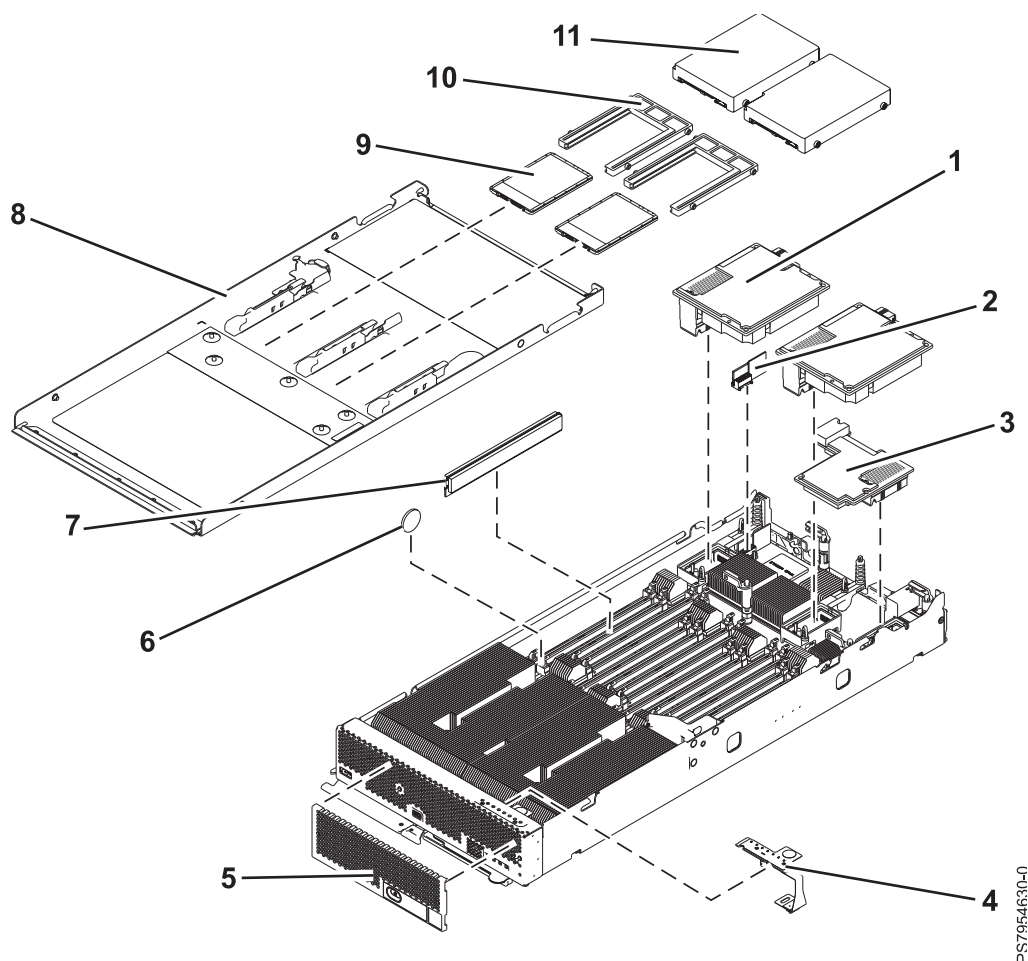
The parts listing identifies each replaceable part and its part number.

Figure 52 on page 96 shows replaceable components that are available for the IBM Flex System p270 Compute Node.

Replaceable components are of three types:

- **Tier 1 customer replaceable unit (CRU):** Replacement of tier 1 CRUs is your responsibility. If IBM installs a tier 1 CRU at your request, you will be charged for the installation.
- **Tier 2 customer replaceable unit:** You may install a tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your compute node.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

For information about the terms of the warranty and getting service and assistance, see the information center or the *Warranty and Support Information* document on the *IBM Flex System Enterprise Chassis Documentation CD*.



PS7954630-0

Figure 52. IBM Flex System p270 Compute Node parts

Table 7. IBM Flex System p270 Compute Node parts

Index	Description	CRU part number		FRU part number	Failing function code (FFC)
		(Tier 1)	(Tier 2)		
	System-board and chassis assembly (CCIN 2B99)			00E1484*	Various FFCs. See "Failing function codes" on page 437
	3.1 GHz microprocessor parts kit			00E9318*	
	3.4 GHz microprocessor parts kit			00E9319*	
	Microprocessor removal tool Note: The microprocessor removal tool is included with the system-board and chassis assembly FRU and microprocessor parts kit FRUs. The microprocessor removal tool cannot be ordered independently.			Not applicable*	
1	IBM Flex System 2-port QDR InfiniBand adapter	90Y3461			2627
1	IBM Flex System 2-port 8 Gb Fibre Channel adapter	69Y1941			2E16
1	IBM Flex System 4-port 10 Gb Ethernet adapter	81Y3125			2E37

Table 7. IBM Flex System p270 Compute Node parts (continued)

Index	Description	CRU part number		FRU part number	Failing function code (FFC)
		(Tier 1)	(Tier 2)		
1	IBM Flex System 4-port 1 Gb Ethernet adapter	49Y7902			2E3D
1	IBM Flex System 8-port 10 Gb converged adapter	00E1677			2E28, 2E29, 2E52
1	IBM Flex System 2-port 10 Gb RoCE adapter	90Y3481			2770
1	IBM Flex System 2-port 16 Gb Fibre Channel adapter	95Y2389			2750
1	IBM Flex System 4-port 16 Gb Fibre Channel adapter	95Y2394			2755
2	Management card (CCIN 52F6)		00E1126		
3	IBM Flex System 3 Gb SAS ETE adapter	00E1882			2D29
4	Light path diagnostics panel		81Y5290		
5	Bezel	00E7823			
5	OEM bezel	00J0455			
6	3.0V battery	33F8354			
7	Memory, 4 GB DDR3, 1066 MHz very low profile (VLP) DIMM	78P0501			
7	Memory, 8 GB DDR3, 1066 MHz very low profile (VLP) DIMM	78P1917			
7	Memory, 16 GB DDR3, 1066 MHz low profile (LP) DIMM	78P1915			
7	Memory, 32 GB DDR3, 1066 MHz low profile (LP) DIMM	78P1539			
7	DIMM filler	60H2962			
8	Cover (supports two disk drives)	00FW327			
8	Cover (supports two solid-state drives)	00FW329			26BD
8	Cover (no drives supported)	00E9323			
9	177 GB SATA solid-state drive	74Y9115			26B4
10	Solid-state drive carrier	74Y9407			
11	300 GB SAS small form factor disk drive and screws (4) (option)	42D0628			268B
11	600 GB SAS small form factor disk drive and screws (4) (option)	49Y2023			26D2
11	900 GB SAS small form factor disk drive and screws (4) (option)	00J0017			26D7
11	Disk drive filler	40K5928			
	Service label	00E9324			
	Light path label	00J0140			
	Miscellaneous parts kit (left cam handle)	81Y5203			
	Miscellaneous parts kit (network adapter retention)	94Y4866			
*The microprocessor removal tool is included with the system-board and chassis assembly FRU and microprocessor parts kit FRUs. The microprocessor removal tool cannot be ordered independently.					

Chapter 8. Troubleshooting

Use this information to diagnose and fix any problems that might occur in your compute node.

Introduction

This problem determination and service information helps you solve problems that might occur in your IBM Flex System Enterprise Chassis compute node. The information describes the diagnostic tools that come with the compute node, error codes and suggested actions, and instructions for replacing failing components.

Replaceable components are of three types:

- **Tier 1 customer replaceable unit (CRU):** Replacement of tier 1 CRUs is your responsibility. If IBM installs a tier 1 CRU at your request, you are charged for the installation.
- **Tier 2 customer replaceable unit:** You can install a tier 2 CRU yourself or request IBM to install it, at no additional charge, under the type of warranty service that is designated for your compute node.
- **Field replaceable unit (FRU):** FRUs must be installed only by trained service technicians.

The model number and serial number for the compute node are on the ID label on the bezel on the front of the compute node, and on a label on the bottom of the compute node that is visible when the compute node is not in the IBM Flex System Enterprise Chassis.

For information about the terms of the warranty and getting service and assistance, see the information center or the *Warranty and Support Information* document on the *IBM Flex System Enterprise Chassis Documentation CD*.

Solving problems

Use the diagnostic tools that are available to help you solve some common problems that might occur while you are setting up the compute node.

About this task

If you install the compute node in the IBM Flex System Enterprise Chassis and the compute node does not start, perform the following actions:

- Make sure that the IBM Flex System Enterprise Chassis is correctly connected to a power source.
- Reseat the compute node in the IBM Flex System Enterprise Chassis, as described in “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92.
- If the power-on LED is flashing slowly, turn on the compute node, as described in “Turning on the compute node” on page 10.
- If you have just added a new optional device or component, make sure that it is correctly installed and compatible with the compute node and its components. If the device or component is not compatible, remove it from the compute node, reinstall the compute node in the IBM Flex System Enterprise Chassis, and then restart the compute node.

If the compute node does not start after you have performed the preceding actions, see the online information or the *Problem Determination and Service Guide* on the *IBM Flex System Enterprise Chassis Documentation CD*.

If you cannot see the AIX console after you install AIX locally by using the keyboard/video select button and local media, run the **change console** command and restart the compute node to switch the AIX console to a Serial over LAN (SOL) connection:

```
chcons /dev/vty0  
shutdown -Fr
```

The commands do not affect the console that is used by partition firmware.

The following tools are available to help you diagnose and solve hardware-related problems:

- **Power-on self-test (POST) firmware checkpoints and error codes**

The firmware checkpoints are progress codes that your compute node writes to the management-module event log during POST.

See the online information or the *Problem Determination and Service Guide* for more information.

- **Firmware error codes and location codes**

For detailed descriptions of the firmware error codes, see the online information or the *Problem Determination and Service Guide*.

Some firmware error codes also include location codes. The location code information is required to identify the failing component. Check the event log in the management module to determine the location code information that corresponds to the firmware error code.

For additional information about location codes, see the online information or the *Problem Determination and Service Guide*.

- **Troubleshooting tables**

Use the troubleshooting tables to find solutions to problems that have identifiable symptoms.

See the online information or the *Problem Determination and Service Guide* for your compute node.

- **Diagnostic utilities for the Linux operating system**

Diagnostic utilities for the Linux operating system are available from IBM. To obtain these utilities and information about them, see http://publib.boulder.ibm.com/infocenter/powersys/v3r1m5/topic/p7ha5/obtain_service_tools.htm.

- **Diagnostic utilities for the AIX operating system**

An AIX operating-system diagnostic CD, also known as the stand-alone *Diagnostics* CD, is available from IBM. You can start the CD from a CD drive or from NIM. To download the CD image, go to <http://www14.software.ibm.com/webapp/set2/sas/f/diags/home.html>.

See the *Problem Determination and Service Guide* for instructions for using the diagnostic utilities.

- **Diagnostic utilities for other operating systems**

Other supported operating systems might have diagnostic tools that are available through the operating system. See your operating-system documentation for more information.

- **Light path diagnostics**

Use light path diagnostics LEDs on the system board to identify system errors. If the system-error LED on the system LED panel on the front or rear of the IBM Flex System Enterprise Chassis is lit, one or more error LEDs on the IBM Flex System Enterprise Chassis components also might be lit. These LEDs help identify the cause of the problem.

Notes:

- View the system event log in the IBM Flex System Enterprise Chassis management module.
- Before you have the compute node serviced, verify that you provide a Serial over LAN (SOL) connection to the compute node. To do this, you must configure the SOL feature on the compute node and start an SOL session as described in the *IBM Chassis Management Module Command-Line Interface Reference Guide*.
- You can also configure the service processor IP address by using the management module, and set up a SOL connection to the service processor.

Diagnostics

Use the available diagnostic tools to help solve any problems that might occur in the compute node.

The first and most crucial component of a solid serviceability strategy is the ability to accurately and effectively detect errors when they occur. While not all errors are a threat to system availability, those that go undetected are dangerous because the system does not have the opportunity to evaluate and act if necessary. POWER7 processor-based systems are specifically designed with error-detection mechanisms that extend from processor cores and memory to power supplies and hard drives.

POWER7 processor-based systems contain specialized hardware detection circuitry for detecting erroneous hardware operations. Error checking hardware ranges from parity error detection coupled with processor instruction retry and bus retry, to ECC correction on caches and system buses.

IBM hardware error checkers have these distinct attributes:

- Continuous monitoring of system operations to detect potential calculation errors
- Attempted isolation of physical faults based on runtime detection of each unique failure
- Initiation of a wide variety of recovery mechanisms designed to correct a problem

POWER7 processor-based systems include extensive hardware and firmware recovery logic.

Machine check handling

Machine checks are handled by firmware. When a machine check occurs, the firmware analyzes the error to identify the failing device and creates an error log entry.

If the system degrades to the point that the service processor cannot reach standby state, the ability to analyze the error does not exist. If the error occurs during hypervisor activities, the hypervisor initiates a system reboot.

In partitioned mode, an error that occurs during partition activity is reported to the operating system in the partition.

Diagnostic tools

Tools are available to help you diagnose and solve hardware-related problems.

- **Power-on self-test (POST) progress codes (checkpoints), error codes, and isolation procedures**

The POST checks out the hardware at system initialization. IPL diagnostic functions test some system components and interconnections. The POST generates eight-digit checkpoints to mark the progress of powering up the compute node.

Use the management module to view progress codes.

The documentation of a progress code includes recovery actions for system hangs. See “POST progress codes (checkpoints)” on page 224 for more information.

If the service processor detects a problem during POST, an error code is logged in the management module event log. Error codes are also logged in the Linux `syslog` or AIX diagnostic log, if possible. See “System reference codes (SRCs)” on page 107.

The service processor can generate codes that point to specific isolation procedures. See “Service processor problems” on page 457.

- **Light path diagnostics**

Use the light path diagnostic LEDs to identify failing hardware. If the enclosure fault LED on the front or rear of the IBM Flex System Enterprise Chassis is lit, one or more fault LEDs on the compute node will also be lit. Use the light path diagnostic LEDs on the compute node to help identify the failing item.

LED locations

See “System-board LEDs” on page 13.

Front panel

See “Compute node control panel button and LEDs” on page 9.

- **Troubleshooting tables**

Use the troubleshooting tables to find solutions to problems that have identifiable symptoms.

These tables are in the online information and the *Problem Determination and Service Guide* for your compute node.

- **Dump data collection**

In some circumstances, an error might require a dump to show more data. The Integrated Virtualization Manager (IVM) or Hardware Management Console (HMC) sets up a dump area. Specific IVM or HMC information is included as part of the information that can optionally be sent to IBM support for analysis.

See “Collecting dump data” on page 103 for more information.

- **Stand-alone diagnostics**

The AIX-based stand-alone diagnostics CD is in the ship package and is also available from the IBM Web site. Boot the diagnostics from a CD drive or from an AIX network installation manager (NIM) server if the compute node cannot boot to an operating system, no matter which operating system is installed.

Functions provided by the stand-alone diagnostics include:

- Analysis of errors reported by the platform, such as microprocessor and memory errors
- Testing of resources, such as I/O adapters and devices
- Service aids, such as firmware update, format disk, and Raid Manager

- **Diagnostic utilities for the AIX operating system**

Run AIX concurrent diagnostics if AIX is functioning instead of the stand-alone diagnostics. Functions provided by disk-based AIX diagnostics include:

- Automatic error log analysis
- Analysis of errors reported by the platform, such as microprocessor and memory errors
- Testing of resources, such as I/O adapters and devices
- Service aids, such as firmware update, format disk, and Raid Manager

- **Diagnostic utilities for Linux operating systems**

Linux service and productivity tools include hardware diagnostic aids and productivity tools, and installation aids. The installation aids are provided in the IBM Installation Toolkit for the Linux operating system, a set of tools that aids the installation of the Linux operating system on IBM compute nodes that are based on IBM POWER7 Architecture technologies. You can also use the tools to update the IBM Flex System p270 Compute Node firmware.

Diagnostic utilities for the Linux operating system are available from IBM at <https://www14.software.ibm.com/webapp/set2/sas/f/lopdiags/home.html>.

See “Installing service and productivity tools for Linux” on page 25 for more information.

- **Diagnostic utilities for other operating systems**

You can use the stand-alone diagnostics CD to perform diagnostics on the IBM Flex System p270 Compute Node, no matter which operating system is loaded on the compute node. However, other supported operating systems might have diagnostic tools that are available through the operating system. See the documentation for your operating system for more information.

Collecting dump data

A dump might be critical for fault isolation when the built-in First Failure Data Capture (FFDC) mechanisms are not capturing sufficient fault data. Even when a fault is identified, dump data can provide additional information that is useful in problem determination.

About this task

All hardware state information is part of the dump if a hardware checkstop occurs. When a checkstop occurs, the service processor attempts to dump data that is necessary to analyze the error from appropriate parts of the system.

Note: If you power off the compute node through the management module while the service processor is performing a dump, platform dump data is lost.

You might be asked to retrieve a dump to send it to IBM Support for analysis. The location of the dump data varies by operating system.

Procedure

- For an AIX operating system, collect the dump from the `/var/adm/platform` directory.
- For a Linux operating system, collect the dump from the `/var/log/dump` directory.
- For an IBM Flex System p270 Compute Node that is managed by the Integrated Virtualization Manager (IVM), collect the dump by using the **Manage Dumps** task in the IVM console.
- To collect a system dump by using the Hardware Management Console (HMC), complete these steps:
 1. Perform a controlled shutdown of all partitions.

Note: A system dump will abnormally terminate any running partitions.

2. In the navigation area, open **Systems Management**.
3. Select the server and open it.
4. Select **Serviceability > Manage Dumps > Action > Initiate System Dump**. The dump is automatically saved to the HMC. For details on how to copy, report, or delete a dump after you have completed a dump, see *Managing dumps*.

Location codes

Location codes identify components of the compute node. Location codes are displayed with some error codes to identify the compute node component that is causing the error.

See “System-board connectors” on page 12 for component locations.

Notes:

1. Location codes do not indicate the location of the compute node within the IBM Flex System Enterprise Chassis. The codes identify components of the compute node only.
2. For checkpoints with no associated location code, see “Light path diagnostics” on page 473 to identify the failing component when there is a hang condition.
3. For checkpoints with location codes, use the following table to identify the failing component when there is a hang condition.
4. For 8-digit codes not listed in Table 8, see the “Checkout procedure” on page 442.

Table 8. Location codes for IBM Flex System p270 Compute Node

Components	Physical location code	CRU LED
Un location codes are for enclosure and VPD locations. Un = U<code>tttt</code>.<code>mmm</code>.<code>ssssss</code> <code>tttt</code> = system machine type <code>mmm</code> = system model number <code>ssssss</code> = system serial number		
DIMM 1	Un-P1-C1	Yes
DIMM 2	Un-P1-C2	Yes
DIMM 3	Un-P1-C3	Yes
DIMM 4	Un-P1-C4	Yes
DIMM 5	Un-P1-C5	Yes
DIMM 6	Un-P1-C6	Yes
DIMM 7	Un-P1-C7	Yes
DIMM 8	Un-P1-C8	Yes
DIMM 9	Un-P1-C9	Yes
DIMM 10	Un-P1-C10	Yes
DIMM 11	Un-P1-C11	Yes
DIMM 12	Un-P1-C12	Yes
DIMM 13	Un-P1-C13	Yes
DIMM 14	Un-P1-C14	Yes
DIMM 15	Un-P1-C15	Yes
DIMM 16	Un-P1-C16	Yes
Solid-state drive interposer (integrated in cover)	Un-P1-C33	Yes
SATA solid-state drive 1	Un-P1-C33-D1	Yes
SATA solid-state drive 2	Un-P1-C33-D2	Yes
I/O expansion adapter 1	Un-P1-C18	Yes
I/O expansion adapter 2	Un-P1-C19	Yes
I/O expansion ETE adapter	Un-P1-C20	Yes
SAS controller on I/O expansion ETE adapter	Un-P1-C20-R1	No
Management card	Un-P1-C21	Yes
Microprocessor 1	Un-P1-C22	Yes

Table 8. Location codes for IBM Flex System p270 Compute Node (continued)

Components	Physical location code	CRU LED
Microprocessor 2	Un-P1-C23	Yes
2.5 in. SAS disk drive 1	Un-P1-D1	Yes
2.5 in. SAS disk drive 2	Un-P1-D2	Yes
Battery	Un-P1-E1	Yes
USB port 1 (front panel)	Un-P1-T1	No
Integrated SAS controller	Un-P1-R1	No
Machine location code	Utttt.mmmm.ssssss	No
Um codes are for firmware. The format is the same as for a Un location code.		
Um = Utttt.mmmm.ssssss		
Firmware version	Um-Y1	

Table 9. Mapping network adapter ports to IBM Flex System Enterprise Chassis I/O bays for the IBM Flex System p270 Compute Node

Port location code	IBM Flex System 2-port QDR InfiniBand adapter	IBM Flex System 2-port 10 Gb RoCE adapter	IBM Flex System 2-port 8 Gb and 2-port 16 Gb Fibre Channel adapter	IBM Flex System 4-port 16 Gb Fibre Channel adapter	IBM Flex System 4-port 1 Gb Ethernet and 4-port 10 Gb Ethernet adapters	IBM Flex System 8-port 10 Gb converged adapter
Un-P1-C18-L1-T1					Chassis I/O bay 1	Chassis I/O bay 1
Un-P1-C18-L1-T2					Chassis I/O bay 2	Chassis I/O bay 2
Un-P1-C18-L1-T3						Chassis I/O bay 1
Un-P1-C18-L1-T4						Chassis I/O bay 2
Un-P1-C18-L2-T1					Chassis I/O bay 1	Chassis I/O bay 1
Un-P1-C18-L2-T2					Chassis I/O bay 2	Chassis I/O bay 2
Un-P1-C18-L2-T3*						Chassis I/O bay 1
Un-P1-C18-L2-T4*						Chassis I/O bay 2
Un-P1-C19-L1-T1	Chassis I/O bay 3	Chassis I/O bay 3	Chassis I/O bay 3	Chassis I/O bay 3	Chassis I/O bay 3	Chassis I/O bay 3
Un-P1-C19-L1-T2			Chassis I/O bay 4	Chassis I/O bay 4	Chassis I/O bay 4	Chassis I/O bay 4
Un-P1-C19-L1-T3						Chassis I/O bay 3
Un-P1-C19-L1-T4						Chassis I/O bay 4
Un-P1-C19-L2-T1	Chassis I/O bay 4	Chassis I/O bay 4		Chassis I/O bay 3	Chassis I/O bay 3	Chassis I/O bay 3

Table 9. Mapping network adapter ports to IBM Flex System Enterprise Chassis I/O bays for the IBM Flex System p270 Compute Node (continued)

Port location code	IBM Flex System 2-port QDR InfiniBand adapter	IBM Flex System 2-port 10 Gb RoCE adapter	IBM Flex System 2-port 8 Gb and 2-port 16 Gb Fibre Channel adapter	IBM Flex System 4-port 16 Gb Fibre Channel adapter	IBM Flex System 4-port 1 Gb Ethernet and 4-port 10 Gb Ethernet adapters	IBM Flex System 8-port 10 Gb converged adapter
Un-P1-C19-L2-T2				Chassis I/O bay 4	Chassis I/O bay 4	Chassis I/O bay 4
Un-P1-C19-L2-T3*						Chassis I/O bay 3
Un-P1-C19-L2-T4*						Chassis I/O bay 4
For more information about port mapping, see http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.8721.doc/configuring_io_modules.html .						

* Ports L2-T3 and L2-T4 require switches that have 56 internal port capability.

Reference codes

Reference codes are diagnostic aids that help you determine the source of a hardware or operating system problem. To use reference codes effectively, use them in conjunction with other service and support procedures.

The IBM Flex System p270 Compute Node produces several types of codes.

Progress codes: The power-on self-test (POST) generates eight-digit status codes that are known as *checkpoints* or *progress codes*, which are recorded in the management-module event log. The checkpoints indicate which compute node resource is initializing.

Error codes: The First Failure Data Capture (FFDC) error checkers capture fault data, which the service processor then analyzes. For unrecoverable errors (UEs), for recoverable events that meet or exceed their service thresholds, and for fatal system errors, an unrecoverable checkstop service event triggers the service processor to analyze the error, log the system reference code (SRC), and turn on the system attention LED.

The service processor logs the nine-word, eight-digit per word error code in the IBM Flex System Enterprise Chassis management-module event log. Error codes are either *system reference codes* (SRCs) or *service request numbers* (SRNs). A location code might also be included.

Isolation procedures: If the fault analysis does not determine a definitive cause, the service processor might indicate a fault isolation procedure that you can use to isolate the failing component.

Viewing the codes

The IBM Flex System p270 Compute Node does not display checkpoints or error codes on the remote console.

If the POST detects a problem, a 9-word, 8-digit error code is logged in the IBM Flex System Enterprise Chassis management-module event log. A location code that identifies a component might also be included. See “Error logs” on page 441 for information about viewing the management-module event log.

Service request numbers can be viewed using the AIX diagnostics CD, or various operating system utilities such as AIX diagnostics or the Linux service aid “diagela”, if it is installed.

System reference codes (SRCs)

System reference codes indicate a server hardware or software problem that can originate in hardware, in firmware, or in the operating system.

A compute node component generates an error code when it detects a problem. An SRC identifies the component that generated the error code and describes the error. Use the SRC information to identify a list of possibly failing items and to find information about any additional isolation procedures.

The following table shows the syntax of a nine-word B700xxxx system reference code (SRC) as it might be displayed in the event log of the IBM Chassis Management Module (CMM). Additional information for the event can be viewed by clicking **more...** in the message field.

The first word of the SRC in this example is the message identifier B7001111. This example numbers each word after the first word to show relative word positions. The seventh word is the direct select address, which is 77777777 in the example.

Table 10. Nine-word SRC in the CMM event log

Severity	Source	Date	Message	Additional information for event
Critical	Blade_05	Jan 21, 2012 07:15 AM	Node SN#xxxxxxxxxxxx message: (System event) system hardware failure. more...	Firmware. Replace UNKNOWN (5008FECF B7001111 22222222 33333333 44444444 55555555 66666666 77777777 88888888 99999999)

Depending on your operating system and the utilities installed, error messages might also be stored in an operating system log. For more information, see the documentation that comes with the operating system.

Use ASMI to display the error and event logs. See Displaying error and event logs in the IBM Power Systems Hardware Information Center.

SRC formats

SRCs are strings of either six or eight alphanumeric characters. The first two characters designate the reference code type.

The first characters indicate the type of error:

- 1xxxxxxx - System power control network (SPCN) error
- 6xxxxxxx - Virtual optical device error
- A1xxxxxx - Attention required (service processor)
- A2xxxxxx - Attention required (logical partition)
- A6xxxxxx - Attention required (Licensed Internal Code or hardware event)
- A7xxxxxx - Attention required (Licensed Internal Code)
- AAxxxxxx - Attention required (Partition firmware)
- B1xxxxxx - Service processor error, such as a boot problem
- B2xxxxxx - Logical partition error
- B6xxxxxx - Licensed Internal Code or hardware event error
- B7xxxxxx - Licensed Internal Code error
- BAxxxxxx - Partition firmware error
- Cxxxxxxx - Checkpoint (must hang to indicate an error)
- Dxxxxxxx - Dump checkpoint (must hang to indicate an error)

To find a description of an SRC that is not listed in this IBM Flex System p270 Compute Node documentation, refer to the POWER7 Reference Code Lookup page at <http://publib.boulder.ibm.com/infocenter/systems/scope/hw/index.jsp?topic=/ipha8/codefinder.htm>.

1xxxxxxx SRCs:

The 1xxxxxxx system reference codes are system power control network (SPCN) reference codes.

Find the system reference code in the list below. Follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, you can stop performing the remaining actions. See Chapter 7, "Parts listing for IBM Flex System p270 Compute Node," on page 95 to determine which components are CRUs and which components are FRUs.

110000AC

Explanation: The 110000AC SRC indicates your compute node lost ac power. This procedure will help you determine the source of the power loss condition that brought you here. If the system or expansion unit that exhibited the power loss starts normally, or stays powered on after an ac power failure, replacement of parts might not be needed. This is likely caused by one of three scenarios: 1. If the compute node was disconnected with the power still on, this SRC will be generated. If the check log indicator remains on, it can be turned off through the management console (if available). 2. Power loss to the chassis. This can be caused by a brown-out or the failure of PDU(s). The SRC is generated by the compute node, but the problem is not local to the compute node. No compute node hardware requires replacement. 3. Power lost to the compute node slot only, but power remains on in the other compute nodes in the chassis. In this case a legitimate hardware fail is possible. Other power-related (1100xxxx) SRC's for the compute node are expected to further diagnose and isolate the problem.

Response: No action is required.

110000AD

Explanation: Informational message: A service processor reset caused the server to power off.

Response: No action is required.

11001F02

Explanation: Informational message: The trace logs reached 1K of data.

Response: No action is required.

11001F03

Explanation: Informational message: Invalid TMS of location code.

Response: No action is required.

11002600

Explanation: Power good (pGood) master fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

11002610

Explanation: pGood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

11002620

Explanation: 12V dc pGood input fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

11002622

Explanation: Expansion_Comp_pGood_fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

11002629

Explanation: 1.5V reg_pggood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

1100262B

Explanation: 1.8V reg_pggood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

1100262C

Explanation: 5V reg_pggood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

1100262D

Explanation: 3.3V reg_pgood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

1100262E

Explanation: 2.5V reg_pgood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

1100262F

Explanation: 1.0V power fault in the server.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

11002630

Explanation: VRM CP0 core pGood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

11002632

Explanation: VRM CP0 cache pGood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

11002640

Explanation: VRM CP1 core pGood fault

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

11002642

Explanation: VRM CP1 array pGood fault

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

11002647

Explanation: 12V "or-ing" FET short.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

11002648

Explanation: Server power latch fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

11002649

Explanation: Server power fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

1100265A

Explanation: 1.2VA pGood fault

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

11002671

Explanation: 12V power fault in the server.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

11002672

Explanation: CFFh expansion card voltage alert.

Response: Perform the DTRCARD symbolic CRU isolation procedure by completing the following steps:

1. Reseat the PCIe expansion card.
2. If the problem persists, replace the expansion card.
3. If the problem persists, go to the Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
4. If the problem persists, replace the system-board into which the expansion card was plugged.

The DTRCARD symbolic CRU isolation procedure is in Service processor problems.

11002673

Explanation: Standby power fault on one of the system-boards in the server.

Response:

1. Check the management module event log for entries that indicate a power problem with the chassis unit.
2. Resolve any problems.
3. Remove the server from the chassis, then reinsert it.
4. Power on the server.
5. Monitor the server operation to verify that the problem is solved.
6. If the chassis unit is functioning normally, but the problem persists, replace the system board specified by the location code that was reported with the SRC.

11002674

Explanation: Expansion server pGood fault at standby.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the expansion system-board (Un-P2) assembly, as described in Removing the expansion unit.

11002675

Explanation: 1.1 Reg_CPU0_P5IO2C_Vio_pGood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

11002676

Explanation: VTTA/B pGood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

11002678

Explanation: PROC_Vmem_controller_pGood 1.0V. fault

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

11002679

Explanation: Vmem_controller_pGood 1.5V reg. fault

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

1100267A

Explanation: CFFh expansion card A0_pGood fault.

Response: Perform the DTRCARD symbolic CRU isolation procedure by completing the following steps:

1. Reseat the PCIe expansion card.
2. If the problem persists, replace the expansion card.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
4. Replace the system board into which the expansion card is plugged.

The DTRCARD symbolic CRU isolation procedure is in Service processor problems.

1100267B

Explanation: CFFh expansion card B0_pGood fault.

Response: Perform the DTRCARD symbolic CRU isolation procedure by completing the following steps:

1. Reseat the PCIe expansion card.
2. If the problem persists, replace the expansion card.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
4. Replace the system board into which the expansion card is plugged.

The DTRCARD symbolic CRU isolation procedure is in Service processor problems.

1100267C

Explanation: REG_P5IO2C_core 1.2V pGood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

1100267D

Explanation: 2.0_PLL_pGood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

1100267F

Explanation: ETE daughter card pGood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the ETE daughter card.

1100269C

Explanation: 1.2V A pGood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

1100269D

Explanation: 1.2V B pGood fault.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

110026DA

Explanation: pGood fault on the expansion system board.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Perform the following:
 - a. Replace the expansion system board assembly, as described in Removing the expansion unit.

11002900

Explanation: SSD drive or SSD interposer card 3.3V pGood fault on the server board.

Response:

1. On a single-wide server, replace the following, one at a time, until the failure is no longer detected:
 - a. The SSD interposer card
 - b. The first SSD drive
 - c. The second SSD drive
2. On a double-wide server, replace the following, one at a time, until the failure is no longer detected:
 - a. The SSD interposer card on the expansion planar
 - b. The first SSD drive on the expansion planar
 - c. The second SSD drive on the expansion planar

11002901

Explanation: SSD interposer card pGood fault on the base system board.

Response:

1. Replace the interposer card on the base system board.
-

11002902

Explanation: SSD drive power-on self-test failure on the base system board

Response: Perform one of the following:

- Replace the first SSD drive on the base system board.
 - Replace the second SSD drive on the base system board.
-

11002910

Explanation: SSD drive or SSD interposer card 3.3V pGood fault on the expansion system board.

Response:

1. Replace the following, one at a time, until the failure is no longer detected:
 - a. The SSD interposer card on the expansion system board
 - b. The first SSD drive on the expansion system board
 - c. The second SSD drive on the expansion system board
-

11002911

Explanation: SSD interposer card pGood fault on the expansion system board

Response:

1. Replace the interposer card on the expansion system board.
-

11002912

Explanation: SSD drive power-on self-test failure.

Response: Perform one of the following:

- Replace the first SSD drive on the expansion system board.
 - Replace the second SSD drive on the expansion system board.
-

11003118

Explanation: Thermal sensor read error.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. If this is an IBM Flex System p260 or p24L compute node, replace the light path diagnostics panel. If this is an IBM Flex System p460 compute node, check word 3 of the SRC. If word 3 is 00003100, the thermal sensor in the first bay is failing; replace the light path diagnostics panel. If word 3 is 00003101, the thermal sensor in the second bay is failing; replace the thermal sensor in the second bay of the compute node. For all other servers, replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

11003134

Explanation: Fault on the hardware monitoring chip.

Response: Perform the DTRCARD symbolic CRU isolation procedure by completing the following steps:

1. Reseat the PCIe expansion card.
2. If the problem persists, replace the expansion card.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
4. Replace the system board into which the PCI card is plugged.

The DTRCARD symbolic CRU isolation procedure is in Service processor problems.

11008400

Explanation: Invalid configuration decode.

Response:

1. Check for server firmware updates.
 2. Apply any available updates.
 3. If the problem persists:
 - a. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 - b. Replace the base system board, as described in Replacing the system-board and chassis assembly.
-

11008402

Explanation: Unable to get VPD from the concentrator.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the base system-board, as described in Replacing the system-board and chassis assembly.
-

11008413

Explanation: Invalid processor 1 VPD.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.

11008414

Explanation: Invalid processor 2 VPD.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

11008423

Explanation: No processor VPD was found.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the base system-board, as described in Replacing the system-board and chassis assembly.
-

11008447

Explanation: SSD interposer card pGood fault on the system board.

Response:

1. Replace the interposer card specified by the location code in the error log entry.
-

11008480

Explanation: Bad or missing memory controller.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
 2. Replace the system board. If there is more than one system board, use the location code in the SRC to identify which system board to replace.
-

110084A0

Explanation: No backplane VPD was found.

Response:

1. Check for server firmware updates.
2. Apply any available updates.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
4. Replace the base system-board, as described in Replacing the system-board and chassis assembly.

6xxxxxxx SRCs:

The 6xxxxxxx system reference codes are virtual optical reference codes.

Find the system reference code in the list below. Follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, then you can stop performing the remaining actions. See Chapter 7, "Parts listing for IBM Flex System p270 Compute Node," on page 95 to determine which components are CRUs and which components are FRUs.

632BCFC1

Explanation: A virtual optical device cannot access the file containing the list of volumes.

Service action / serviceable event: Yes

Called home automatically: No

Problem determination: On this partition and on the Network File System server, verify that the proper file is specified and that the proper authority is granted.

632BCFC2

Explanation: Virtual optical device error. A non-recoverable error was detected while reading the list of volumes.

Service action / serviceable event: Yes

Called home automatically: No

Problem determination: Resolve any errors on the Network File System server.

632BCFC3

Explanation: Virtual optical device error. The data in the list of volumes is not valid.

Service action / serviceable event: Yes

Called home automatically: No

Problem determination: On the Network File System server, verify that the proper file is specified, that all files are entered correctly, that there are no blank lines, and that the character set used is valid.

632BCFC4

Explanation: A virtual optical device cannot access the file containing the specified optical volume.

Service action / serviceable event: Yes

Called home automatically: No

Problem determination: On the Network File System server, verify that the proper file is specified in the list of volumes, and that the proper authority is granted.

632BCFC5

Explanation: A non-recoverable error was detected while reading a virtual optical volume.

Service action / serviceable event: Yes

Called home automatically: No

Problem determination: Resolve any errors on the Network File System server.

632BCFC6

Explanation: Virtual optical device error. The file specified does not contain data that can be processed as a virtual optical volume.

Service action / serviceable event: Yes

Called home automatically: No

Problem determination: On the Network File System server, verify that all the files specified in the list of optical volumes are correct.

632BCFC7

Explanation: A virtual optical device detected an error reported by the Network File System server that cannot be recovered.

Service action / serviceable event: Yes

Called home automatically: No

Problem determination: Resolve any errors on the Network File System server.

632BCFC8

Explanation: A virtual optical device encountered a non-recoverable error.

Service action / serviceable event: Yes

Called home automatically: Yes

Problem determination: Install any available operating system updates.

632CC000

Explanation: Informational system log entry only.

Service action / serviceable event: No

Called home automatically: No

Response: No corrective action is required.

632CC002

Explanation: Virtual optical device error. Self configuring SCSI device (SCSD) selection or reselection timeout occurred.

Service action / serviceable event: No

Called home automatically: No

Problem determination: Refer to the hosting partition for problem analysis.

632CC010

Explanation: Virtual optical device error. Undefined sense key returned by device.

Service action / serviceable event: No

Called home automatically: No

Problem determination: Refer to the hosting partition for problem analysis.

632CC020

Explanation: Virtual optical device error. Configuration error.

Service action / serviceable event: No

Called home automatically: No

Problem determination: Refer to the hosting partition for problem analysis.

632CC100

Explanation: Virtual optical device error. Self configuring SCSI device (SCSD) bus error occurred.

Service action / serviceable event: No

Called home automatically: No

Problem determination: Refer to the hosting partition for problem analysis.

632CC110

Explanation: Virtual optical device error. Self configuring SCSI device (SCSD) command timeout occurred.

Service action / serviceable event: No

Called home automatically: No

Problem determination: Refer to the hosting partition for problem analysis.

632CC210

Explanation: Informational system log entry only.

Service action / serviceable event: Yes

Called home automatically: No

Response: No corrective action is required.

632CC300

Explanation: Virtual optical device error. Media or device error occurred.

Service action / serviceable event: No

Called home automatically: No

Problem determination: Refer to the hosting partition for problem analysis.

632CC301

Explanation: Virtual optical device error. Media or device error occurred.

Service action / serviceable event: No

Called home automatically: No

Problem determination: Refer to the hosting partition for problem analysis.

632CC302

Explanation: Virtual optical device error. Media or device error occurred.

Service action / serviceable event: No

Called home automatically: No

Problem determination: Refer to the hosting partition for problem analysis.

632CC303

Explanation: Virtual optical device, media has an unknown format.

Service action / serviceable event: No

Called home automatically: No

Response: No corrective action is required. If the problem persists refer to the hosting partition for problem analysis.

632CC333

Explanation: Virtual optical device error. Incompatible media.

Service action / serviceable event: No

Called home automatically: No

Problem determination:

1. Verify that the disk has a supported format.
 2. If the format is supported, clean the disk and attempt the failing operation again.
 3. If the operation fails again with the same system reference code, ask your media source for a replacement disk.
-

632CC400

Explanation: Virtual optical device error. Physical link error detected by device.

Service action / serviceable event: No

Called home automatically: No

Problem determination: Refer to the hosting partition for problem analysis.

632CC402

Explanation: Virtual optical device driver error. An internal program error occurred.

Service action / serviceable event: Yes

Called home automatically: Yes

Problem determination: Install any available operating system updates.

632CCFF2

Explanation: Informational system log entry only.

Service action / serviceable event: No

Called home automatically: No

Response: No corrective action is required.

632CCFF4

Explanation: Internal device error occurred.

Service action / serviceable event: No

Called home automatically: No

Problem determination: Refer to the hosting partition for problem analysis.

632CCFF6

Explanation: Informational system log entry only.

Service action / serviceable event: No

Called home automatically: No

Response: No corrective action is required.

632CCFF7

Explanation: Informational system log entry only.

Service action / serviceable event: No

Called home automatically: No

Response: No corrective action is required.

632CCFFE

Explanation: Informational system log entry only.

Service action / serviceable event: No

Called home automatically: No

Response: No corrective action is required.

632CFF3D

Explanation: Informational system log entry only.

Service action / serviceable event: No

Called home automatically: No

Response: No corrective action is required.

632CFF6D

Explanation: Informational system log entry only.

Service action / serviceable event: No

Called home automatically: No

Response: No corrective action is required.

A1xyyyy service processor SRCs:

An A1xyyyy system reference code (SRC) is an attention code that offers information about a platform or service processor dump or confirms a control panel function request. Only when you experience a hang condition should you take any of the actions described for an attention code.

If the system hangs on an attention code, follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, you can stop performing the remaining actions. See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.

A1XYYYY

Explanation: Attention code

Response:

1. Go to Checkout procedure.
2. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

A2xyyyy logical partition SRCs:

An A2xyyyy SRC is a logical partition reference code that is related to logical partitioning.

A2D03000

Explanation: User-initiated immediate termination and MSD of a partition.

Response: No corrective action is required.

A2D03001

Explanation: User-initiated RSCDUMP of RPA partition's PFW content.

Response: No corrective action is required.

A2D03002

Explanation: User-initiated RSCDUMP of IBM i partition's SLIC bootloader and PFW content.

Response: No corrective action is required.

A2XXYYYY

Explanation: See the description for the B200yyyy error code with the same yyyy value.

Response: Perform the action described in the B200yyyy error code with the same yyyy value.

A6xyyyyy licensed internal code or hardware event SRCs:

An A6xyyyyy system reference code (SRC) is an error or event code that is related to licensed internal code or hardware.

A6000255

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

A6000266

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

This SRC will continue to be refreshed in the panel periodically in the third and fourth "XX" digits (A6XX0266 or B6XX0266) while the O/S is in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

A6xx0255

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

A6xx0266

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

This SRC will continue to be refreshed in the panel periodically in the third and fourth "XX" digits (A6XX0266 or B6XX0266) while the O/S is in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

B6000255

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

B6000266

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

This SRC will continue to be refreshed in the panel periodically in the third and fourth "XX" digits (A6XX0266 or B6XX0266) while the O/S is in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

B6xx0255

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

B6xx0266

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

This SRC will continue to be refreshed in the panel periodically in the third and fourth "XX" digits (A6XX0266 or B6XX0266) while the O/S is in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

A7xyyyy licensed internal code SRCs:

An A7xyyyy system reference code (SRC) is an error/event code that is related to licensed internal code.

A700173C

Explanation: Informational system log entry only.

Response: No corrective action is required.

A7003000

Explanation: A user-initiated platform dump occurred.

Response: No service action required.

A7004700

Explanation: Informational system log entry only.

Response: No corrective action is required.

A7004712

Explanation: A problem occurred when initializing, reading, or using system VPD.

Response: Replace the management card, as described in Removing the management card and Installing the management card.

A7004713

Explanation: A problem occurred when initializing, reading, or using system VPD.

Response: Replace the management card, as described in Removing the management card and Installing the management card.

A7004715

Explanation: A problem occurred when initializing, reading, or using system VPD.

Response: Replace the management card, as described in Removing the management card and Installing the management card.

A7004721

Explanation: The World Wide Port Name (WWPN) Prefix is not valid.

Response: Refer to <https://www-912.ibm.com/supporthome.nsf/document/51455410>

A7004730

Explanation: Informational system log entry only.

Response: No corrective action is required.

A7004740

Explanation: Informational system log entry only.

Response: No corrective action is required.

A7004741

Explanation: Informational system log entry only.

Response: No corrective action is required.

A700474A

Explanation: System has Active Memory Mirroring (AMM) ON, but is not licensed for AMM use

Response: The management interfaces have been used to set AMM to "ON" for the system. However, at IPL time, the system does not have a valid license for AMM. The customer needs to contact IBM or a Partner Sales representative to purchase and enter an Activation Code for this feature. If this is not possible, then turn off the system; use the management interfaces to turn AMM "OFF"; and re-IPL.

A7004788

Explanation: Informational system log entry only.

Response: No corrective action is required.

A70047FF

Explanation: Informational system log entry only.

Response: No corrective action is required.

A700YYYY

Explanation: For any other A7xyyyy SRC not listed here, see the description for the B7xyyyy error code with the same xyyyy value.

Response: Perform the action in the B7xyyyy error code with the same xyyyy value.

A7013003

Explanation: Partition-initiated PHYP-content RSCDUMP.

Response: No corrective action is required.

AAxyyyy partition firmware attention codes:

AAxyyyy attention codes provide information about the next target state for the platform firmware. These codes might indicate that you need to perform an action.

The AAxyyyy SRCs below are the partition firmware codes that might be displayed if the POST detects a problem. Follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, then you can stop performing the remaining actions. See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.

AA00E1A8

Explanation: The system is booting to the open firmware prompt.

Response: At the open firmware prompt, type `dev /packages/gui obe` and press Enter; then, type 1 to select SMS Menu.

AA00E1A9

Explanation: The system is booting to the System Management Services (SMS) menus.

Response:

1. If the system or partition returns to the SMS menus after a boot attempt failed, use the SMS menus to check the progress indicator history for a BAxx xxxx error, which may indicate why the boot attempt failed. Follow the actions for that error code to resolve the boot problem.
2. Use the SMS menus to establish the boot list and restart the server.

AA00E1B0

Explanation: Waiting for the user to select the language and keyboard. The menu should be visible on the console.

Response:

1. Check for server firmware updates.
2. Apply any available updates.
3. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

AA00E1B1

Explanation: Waiting for the user to accept or decline the license

Response:

1. Check for server firmware updates.
2. Apply any available updates.
3. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

AA060007

Explanation: A keyboard was not found.

Response: Verify that a keyboard is attached to the USB port that is assigned to the partition.

AA06000B

Explanation: The system or partition was not able to find an operating system on any of the devices in the boot list.

Response:

1. Use the SMS menus to modify the boot list so that it includes devices that have a known-good operating system and restart the server.
 2. If the problem remains, go to Boot problem resolution.
-

AA06000C

Explanation: The media in a device in the boot list was not bootable.

Response:

1. Replace the media in the device with known-good media or modify the boot list to boot from another bootable device.
 2. If the problem remains, go to Boot problem resolution.
-

AA06000D

Explanation: The media in the device in the bootlist was not found under the I/O adapter specified by the bootlist.

Response:

1. Verify that the media from which you are trying to boot is bootable or modify the boot list to boot from another bootable device.
 2. If the problem remains, go to Boot problem resolution.
-

AA06000E

Explanation: The adapter specified in the boot list is not present or is not functioning.

Response:

- For an AIX operating system:
 1. Try booting the server from another bootable device; then, run AIX online diagnostics against the failing adapter.
 2. If AIX cannot be booted from another device, boot the server using the stand-alone diagnostics CD or a NIM server; then, run diagnostics against the failing adapter.
- For a Linux operating system, boot the server using the stand-alone diagnostics CD or a NIM server; then, run diagnostics against the failing adapter.

AA060011

Explanation: The firmware did not find an operating system image and at least one hard disk in the boot list was not detected by the firmware. The firmware is retrying the entries in the boot list.

Response: This might occur if a disk enclosure that contains the boot disk is not fully initialized or if the boot disk belongs to another partition. Verify that:

- The boot disk belongs to the partition from which you are trying to boot.
- The boot list in the SMS menus is correct.

AA130013

Explanation: Bootable media is missing from a USB CD-ROM

Response: Verify that a bootable CD is properly inserted in the CD or DVD drive and retry the boot operation.

AA130014

Explanation: The media in a USB CD-ROM has changed.

Response:

1. Retry the operation.
2. Check for server firmware updates; then, install the updates if available and retry the operation.

AA170210

Explanation: Setenv/\$setenv parameter error - the name contains a null character.

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

AA170211

Explanation: Setenv/\$setenv parameter error - the value contains a null character.

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

AA190001

Explanation: The hypervisor function to get or set the time-of-day clock reported an error.

Response:

1. Use the operating system to set the system clock.
2. If the problem persists, check for server firmware updates.
3. Install any available updates and retry the operation.

AA260001

Explanation: Enter the Type Model Number (Must be 8 characters)

Response: Enter the machine type and model of the server at the prompt.

AA260002

Explanation: Enter the Serial Number (Must be 7 characters)

Response: Enter the serial number of the server at the prompt.

AA260003

Explanation: Enter System Unique ID (Must be 12 characters)

Response: Enter the system unique ID number at the prompt.

AA260004

Explanation: Enter WorldWide Port Number (Must be 12 characters)

Response: Enter the worldwide port number of the server at the prompt.

AA260005

Explanation: Enter Brand (Must be 2 characters)

Response: Enter the brand number of the server at the prompt.

B1xyyyy service processor SRCs:

A B1xyyyy system reference code (SRC) is an error code that is related to an event or exception that occurred in the service processor firmware.

To find a description of an SRC that is not listed in this IBM Flex System p270 Compute Node documentation, refer to the POWER7 Reference Code Lookup page at <http://publib.boulder.ibm.com/infocenter/systems/scope/hw/index.jsp?topic=/ipha8/codefinder.htm>.

Note: For problems persisting after completing the suggested actions, see “Solving undetermined problems” on page 484.

B15611A9

Explanation: The service processor could not communicate with the Chassis Management Module.

Response: Go to Reseating the compute node in a chassis.

B15611B1

Explanation: The service processor could not communicate with the Chassis Management Module.

Response: Go to Reseating the compute node in a chassis.

B15611B9

Explanation: The service processor could not communicate with the Chassis Management Module.

Response: Go to Reseating the compute node in a chassis.

B15611BA

Explanation: The service processor could not communicate with the Chassis Management Module.

Response: Go to Reseating the compute node in a chassis.

B1768BBF

Explanation: During the configuration of the second interface connection, the service processor detected that the interface is not connected to an active CMM.

Response: If a service processor reset to factory default was performed or if this is a tracking event, no service actions are required. Otherwise, use the FRU and procedure callouts detailed with the SRC to determine service actions.

B1817200

Explanation: Invalid boot request

Response: Go to Checkout procedure.

B1817201

Explanation: Service processor failure

Response: Go to Checkout procedure.

B1817202

Explanation: The permanent and temporary firmware sides are both marked invalid

Response: Go to Checkout procedure.

B1817203

Explanation: Error setting boot parameters

Response: Go to Checkout procedure.

B1817204 • B1818BC1

B1817204

Explanation: Error reading boot parameters

Response: Go to Checkout procedure.

B1817205

Explanation: Boot code error

Response: Go to Checkout procedure.

B1817206

Explanation: Unit check timer was reset

Response: Go to Checkout procedure.

B1817207

Explanation: Error reading from NVRAM

Response: Go to Checkout procedure.

B1817208

Explanation: Error writing to NVRAM

Response: Go to Checkout procedure.

B1817209

Explanation: The service processor boot watchdog timer expired and forced the service processor to attempt a boot from the other firmware image in the service processor flash memory

Response: Go to Checkout procedure.

B181720A

Explanation: Power-off reset occurred. FipsDump should be analyzed: Possible software problem

Response: Go to Checkout procedure.

B1818BC1

Explanation: The service processor reset failed to resolve a communication failure with the Chassis Management Module. The service processor is no longer accessible.

Response: Perform the following actions one at a time until the problem is resolved:

1. Reseat the compute node.
2. Move the compute node to a different location in the chassis.
3. Perform a firmware update. See Updating the firmware.

If these actions do not resolve the problem, contact your next level of support. Reseating the compute node in a chassis

B1818BC2

Explanation: The service processor was reset due to a communication failure with the Chassis Management Module.

Response: If this is tracking event, no service action is required. Otherwise look for Chassis Management Module problems and resolve them.

B181D548

Explanation: An informational event was generated on the service processor.

Response: This is an informational tracking event and no service action is required.

B2xyyyy logical partition SRCs:

A B2xyyyy SRC is a logical partition reference code that is related to logical partitioning.

The B2xyyyy SRCs below are the system reference codes that might be displayed if system firmware detects a problem. Follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, then you can stop performing the remaining actions. See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.

Note: For problems persisting after completing the suggested actions, see “Checkout procedure” on page 442 and “Solving undetermined problems” on page 484.

B2001020

Explanation: Firmware for the specified function cannot be loaded

The firmware resource and all associated virtual and/or physical devices will not be available until the issue is resolved.

Response: Collect a platform dump and then go to Isolating firmware problems.

B2001130

Explanation: A problem occurred during the migration of a partition

You attempted to migrate a partition to a system that has a power or thermal problem. The migration will not continue.

Response: Look for and fix power or thermal problems and then retry the migration.

B2001131

Explanation: A problem occurred during the migration of a partition.

The migration of a partition did not complete.

Response: Check for server firmware updates; then, install the updates if available.

B2001132

Explanation: A problem occurred during the startup of a partition.

A platform firmware error occurred while it was trying to allocate memory. The startup will not continue.

Response: Collect a platform dump and then go to Isolating firmware problems.

B2001133

Explanation: A problem occurred during the migration of a partition.

The migration of a partition did not complete.

Response: Check for server firmware updates; then, install the updates if available.

B2001134

Explanation: A problem occurred during the migration of a partition.

The migration of a partition did not complete.

Response: Check for server firmware updates; then, install the updates if available.

B2001140

Explanation: A problem occurred during the migration of a partition.

The migration of a partition did not complete.

Response: Check for server firmware updates; then, install the updates if available.

B2001141

Explanation: A problem occurred during the migration of a partition.

The migration of a partition did not complete.

Response: Check for server firmware updates; then, install the updates if available.

B2001142

Explanation: A problem occurred during the migration of a partition.

The migration of a partition did not complete.

Response: Check for server firmware updates; then, install the updates if available.

B2001143

Explanation: A problem occurred during the migration of a partition.

The migration of a partition did not complete.

Response: Check for server firmware updates; then, install the updates if available.

B2001144

Explanation: A problem occurred during the migration of a partition.

The migration of a partition did not complete.

Response: Check for server firmware updates; then, install the updates if available.

B2001148

Explanation: A problem occurred during the migration of a partition.

The migration of a partition did not complete.

Response: Check for server firmware updates; then, install the updates if available.

B2001150

Explanation: During the startup of a partition, a partitioning configuration problem occurred.

Response: Go to Verifying the partition configuration.

B2001151

Explanation: A problem occurred during the migration of a partition.

The migration of a partition did not complete.

Response: Check for server firmware updates; then, install the updates if available.

B2001170

Explanation: During the startup of a partition, a failure occurred due to a validation error.

Response: Go to Verifying the partition configuration.

B2001225

Explanation: A problem occurred during the startup of a partition.

The partition attempted to start up prior to the platform fully initializing. Restart the partition after the platform has fully completed and the platform is not in standby mode.

Response: Restart the partition.

B2001230

Explanation: During the startup of a partition, a partitioning configuration problem occurred; the partition is lacking the necessary resources to start up.

Response: Go to Verifying the partition configuration.

B2001260

Explanation: A problem occurred during the startup of a partition.

The partition could not start at the Timed Power On setting because the partition was not set to Normal.

Response: Set the partition to Normal.

B2001265

Explanation: The partition could not start up. An operating system Main Storage Dump startup was attempted with the startup side on D-mode, which is not a valid operating system startup scenario. The startup will be halted. This SRC can occur when a D-mode SLIC installation fails and attempts a Main Storage Dump.

Response: Correct the startup settings.

B2001266

Explanation: The partition could not start up. You are attempting to start up an operating system that is not supported.

Response: Install a supported operating system and restart the partition.

B2001280

Explanation: A problem occurred during a partition Main Storage Dump. A mainstore dump startup did not complete due to a configuration mismatch.

Response: Go to Isolating firmware problems.

B2001281

Explanation: A partition memory error occurred. The failed memory will no longer be used.

Response: Restart the partition.

B2001282

Explanation: A problem occurred during the startup of a partition.

Response: Go to Isolating firmware problems.

B2001320

Explanation: A problem occurred during the startup of a partition.

No default load source was selected. The startup will attempt to continue, but there may not be enough information to find the correct load source.

Response: Configure a load source for the partition. Then restart the partition.

B2001321

Explanation: A problem occurred during the startup of a partition.

Response: Verify that the correct slot is specified for the load source. Then restart the partition.

B2001322

Explanation: In the partition startup, code failed during a check of the load source path.

Response: Verify that the path for the load source is specified correctly. Then restart the partition.

B2002048

Explanation: A problem occurred during a partition Main Storage Dump. A mainstore dump startup did not complete due to a copy error.

Response: Go to Isolating firmware problems.

B2002054

Explanation: A problem occurred during a partition Main Storage Dump. A mainstore dump IPL did not complete due to a configuration mismatch.

Response: Go to Isolating firmware problems.

B2002058

Explanation: A problem occurred during a partition Main Storage Dump. A mainstore dump startup did not complete due to a copy error.

Response: Go to Isolating firmware problems.

B2002210

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2002220

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2002250

Explanation: During the startup of a partition, an attempt to toggle the power state of a slot has failed.

Response: Check for server firmware updates; then, install the updates if available.

B2002260

Explanation: During the startup of a partition, the partition firmware attempted an operation that failed.

Response: Go to Isolating firmware problems.

B2002300

Explanation: During the startup of a partition, an attempt to toggle the power state of a slot has failed.

Response: Check for server firmware updates; then, install the updates if available.

B2002310

Explanation: During the startup of a partition, the partition firmware attempted an operation that failed.

Response: Go to Isolating firmware problems.

B2002320

Explanation: During the startup of a partition, the partition firmware attempted an operation that failed.

Response: Go to Isolating firmware problems.

B2002425

Explanation: During the startup of a partition, the partition firmware attempted an operation that failed.

Response: Go to Isolating firmware problems.

B2002426

Explanation: During the startup of a partition, the partition firmware attempted an operation that failed.

Response: Go to Isolating firmware problems.

B2002475

Explanation: During the startup of a partition, a slot that was needed for the partition was either empty or the device in the slot has failed.

Response: Check for server firmware updates; then, install the updates if available.

B2002485

Explanation: During the startup of a partition, the partition firmware attempted an operation that failed.

Response: Go to Isolating firmware problems.

B2003000

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2003081

Explanation: During the startup of a partition, the startup did not complete due to a copy error.

Response: Check for server firmware updates; then, install the updates if available.

B2003084

Explanation: A problem occurred during the startup of a partition.

The adapter type might not be supported.

Response: Verify that the adapter type is supported.

B2003088

Explanation: Informational system log entry only.

Response: No corrective action is required.

B200308C

Explanation: A problem occurred during the startup of a partition.

The adapter type cannot be determined.

Response: Verify that a valid I/O Load Source is tagged.

B2003090

Explanation: A problem occurred during the startup of a partition.

Response: Go to Isolating firmware problems.

B2003110

Explanation: A problem occurred during the startup of a partition.

Response: Go to Isolating firmware problems.

B2003113

Explanation: A problem occurred during the startup of a partition.

Response: Look for B7xx xxxx errors and resolve them.

B2003114

Explanation: A problem occurred during the startup of a partition.

Response: Look for other errors and resolve them.

B2003120

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2003123

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2003125

Explanation: During the startup of a partition, the server firmware could not obtain a segment of main storage within the server to use for managing the creation of a partition.

Response: Check for server firmware updates; then, install the updates if available.

B2003128

Explanation: A problem occurred during the startup of a partition. A return code for an unexpected failure was returned when attempting to query the load source path.

Response: Look for and resolve B700 69xx errors.

B2003130

Explanation: A problem occurred during the startup of a partition.

Response: Check for server firmware updates; then, install the updates if available.

B2003135

Explanation: A problem occurred during the startup of a partition.

Response: Check for server firmware updates; then, install the updates if available.

B2003140

Explanation: A problem occurred during the startup of a partition. This is a configuration problem in the partition.

Response: Reconfigure the partition to include the intended load source path.

B2003141

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2003142

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2003143

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2003144

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2003145

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2003200

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2004158

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2004400

Explanation: A problem occurred during the startup of a partition.

Response: Check for server firmware updates; then, install the updates if available.

B2005106

Explanation: A problem occurred during the startup of a partition. There is not enough space to contain the partition main storage dump. The startup will not continue.

Response: Verify that there is sufficient memory available to start the partition as it is configured. If there is already enough memory, then go to Isolating firmware problems.

B2005109

Explanation: A problem occurred during the startup of a partition. There was a partition main storage dump problem. The startup will not continue.

Response: Go to Isolating firmware problems.

B2005114

Explanation: A problem occurred during the startup of a partition. There is not enough space to contain the partition main storage dump. The startup will not continue.

Response: Go to Isolating firmware problems.

B2005115

Explanation: A problem occurred during the startup of a partition. There was an error reading the partition main storage dump from the partition load source into main storage. The startup will attempt to continue.

Response: If the startup does not continue, look for and resolve other errors.

B2005117

Explanation: A problem occurred during the startup of a partition. A partition main storage dump has occurred but cannot be written to the load source device because a valid dump already exists.

Response: Use the Main Storage Dump Manager to rename or copy the current main storage dump.

B2005121

Explanation: A problem occurred during the startup of a partition. There was an error writing the partition main storage dump to the partition load source. The startup will not continue.

Response: Look for related errors in the "Product Activity Log" and fix any problems found. Use virtual control panel function 34 to retry the current Main Store Dump startup while the partition is still in the failed state.

B2005122

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2005123

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2005127

Explanation: Timeout occurred during a main store dump IPL.

Response: There was not enough memory available for the dump to complete before the timeout occurred. Retry the main store dump IPL, or else power on the partition normally.

B2005135

Explanation: A problem occurred during the startup of a partition. There was an error writing the partition main storage dump to the partition load source. The main store dump startup will continue.

Response: Look for other errors and resolve them.

B2005137

Explanation: A problem occurred during the startup of a partition. There was an error writing the partition main storage dump to the partition load source. The main store dump startup will continue.

Response: Look for other errors and resolve them.

B2005145

Explanation: A problem occurred during the startup of a partition. There was an error writing the partition main storage dump to the partition load source. The main store dump startup will continue.

Response: Look for other errors and resolve them.

B2005148

Explanation: A problem occurred during the startup of a partition. An error occurred while doing a main storage dump that would have caused another main storage dump. The startup will not continue.

Response: Go to Isolating firmware problems.

B2005149

Explanation: A problem occurred during the startup of a partition while doing a Firmware Assisted Dump that would have caused another Firmware Assisted Dump.

Response: Check for server firmware updates; then, install the updates if available.

B200514A

Explanation: A Firmware Assisted Dump did not complete due to a copy error.

Response: Check for server firmware updates; then, install the updates if available.

B200542A

Explanation: A Firmware Assisted Dump did not complete due to a read error.

Response: Check for server firmware updates; then, install the updates if available.

B200542B

Explanation: A Firmware Assisted Dump did not complete due to a copy error.

Response: Check for server firmware updates; then, install the updates if available.

B200543A

Explanation: A Firmware Assisted Dump did not complete due to a copy error.

Response: Check for server firmware updates; then, install the updates if available.

B200543B

Explanation: A Firmware Assisted Dump did not complete due to a copy error.

Response: Check for server firmware updates; then, install the updates if available.

B200543C

Explanation: Informational system log entry only.

Response: No corrective action is required.

B200543D

Explanation: A Firmware Assisted Dump did not complete due to a copy error.

Response: Check for server firmware updates; then, install the updates if available.

B2006003

Explanation: Firmware for the specified function cannot be loaded.

The firmware resource and all associated virtual and/or physical devices will not be available until the issue is resolved.

Response: Collect a platform dump and then go to Isolating firmware problems.

B2006006

Explanation: During the startup of a partition, a system firmware error occurred when the partition memory was being initialized; the startup will not continue.

Response: Go to Isolating firmware problems.

B2006008

Explanation: During the IPL of the partition, an error was detected while trying to setup the partition for firmware use.

The IPL of the partition will not continue.

Response: Contact IBM support.

B2006009

Explanation: An active memory sharing partition is attempting to use a paging space device for which it does not have ownership.

Response: Verify that the paging space device is not in use by another CEC, and then follow the instructions below to initialize the paging space device. 1) Power off the partition. 2) Verify that the paging device is not currently in another CEC's Reserved Pool. 3) Clear the paging space header of the hdisk assigned to the partition. 4) Remove the paging space from the Reserved Pool. 5) Add the just removed paging space back into the Reserved Pool. 6) Activate the partition.

B200600A

Explanation: A problem occurred during the startup of a partition. The partition could not reserve the memory required for IPL.

Response: Contact IBM support.

B2006012

Explanation: During the startup of a partition, the partition LID failed to completely load into the partition main storage area.

Response: Go to Isolating firmware problems.

B2006015

Explanation: A problem occurred during the startup of a partition. The load source media is corrupted or not valid.

Response: Replace the load source media.

B2006025

Explanation: A problem occurred during the startup of a partition. This is a problem with the load source media being corrupt or not valid.

Response: Replace the load source media.

B2006027

Explanation: During the startup of a partition, a failure occurred when allocating memory for an internal object used for firmware module load operations.

Response:

1. Make sure that enough main storage was allocated to the partition.
 2. Retry the operation.
-

B2006110

Explanation: A problem occurred during the startup of a partition. There was an error on the load source device. The startup will attempt to continue.

Response: Look for other errors and resolve them.

B200690A

Explanation: During the startup of a partition, an error occurred while copying open firmware into the partition load area.

Response: Go to Isolating firmware problems.

B2007200

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2008080

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2008081

Explanation: During the startup of a partition, an internal firmware time-out occurred; the partition might continue to start up but it can experience problems while running.

Response: Check for server firmware updates; then, install the updates if available.

B2008105

Explanation: During the startup of a partition, there was a failure loading the VPD areas of the partition; the load source media has been corrupted or is unsupported on this server.

Response: Check for server firmware updates; then, install the updates if available.

B2008106

Explanation: A problem occurred during the startup of a partition. The startup will not continue.

Response: Replace the load source media.

B2008107

Explanation: During the startup of a partition, there was a problem getting a segment of main storage in the server main storage.

Response: Check for server firmware updates; then, install the updates if available.

B2008109

Explanation: During the startup of a partition, a failure occurred. The startup will not continue.

Response:

1. Make sure that there is enough memory to start up the partition.
 2. Check for server firmware updates; then, install the updates if available.
-

B2008111

Explanation: A problem occurred during the startup of a partition.

Response: Check for server firmware updates; then, install the updates if available.

B2008112

Explanation: During the startup of a partition, a failure occurred; the startup will not continue.

Response: Check for server firmware updates; then, install the updates if available.

B2008113

Explanation: During the startup of a partition, an error occurred while mapping memory for the partition startup.

Response: Check for server firmware updates; then, install the updates if available.

B2008114

Explanation: During the startup of a partition, there was a failure verifying the VPD for the partition resources during startup.

Response: Check for server firmware updates; then, install the updates if available.

B2008115 • B200813A

B2008115

Explanation: During the startup of a partition, there was a low level partition-to-partition communication failure.

Response: Check for server firmware updates; then, install the updates if available.

B2008117

Explanation: During the startup of a partition, the partition did not start up due to a system firmware error.

Response: Check for server firmware updates; then, install the updates if available.

B2008121

Explanation: During the startup of a partition, the partition did not start up due to a system firmware error.

Response: Go to Isolating firmware problems.

B2008123

Explanation: During the startup of a partition, the partition did not start up due to a system firmware error.

Response: Go to Isolating firmware problems.

B2008125

Explanation: During the startup of a partition, the partition did not start up due to a system firmware error.

Response: Go to Isolating firmware problems.

B2008127

Explanation: During the startup of a partition, the partition did not start up due to a system firmware error.

Response: Go to Isolating firmware problems.

B2008129

Explanation: During the startup of a partition, the partition did not start up due to a system firmware error.

Response: Go to Isolating firmware problems.

B200813A

Explanation: There was a problem establishing a console.

Response: Go to Isolating firmware problems.

B2008140

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2008141

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2008142

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2008143

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2008144

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2008145

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2008150

Explanation: System firmware detected an error.

Response: Collect a platform dump and then go to Isolating firmware problems.

B2008151

Explanation: System firmware detected an error.

Response: Use the management console to increase the Logical Memory Block (LMB) size, and to reduce the number of virtual devices for the partition.

B2008152

Explanation: No active system processors.

Response: Verify that processor resources are assigned to the partition.

B2008160

Explanation: A problem occurred during the migration of a partition.

Response: Contact IBM support.

B2008161

Explanation: A problem occurred during the migration of a partition.

Response: Contact IBM support.

B200A100

Explanation: A partition ended abnormally; the partition could not stay running and shut itself down.

Response:

1. Check the error logs and take the actions for the error codes that are found.
 2. Go to Isolating firmware problems.
-

B200A101

Explanation: A partition ended abnormally; the partition could not stay running and shut itself down.

Response:

1. Check the error logs and take the actions for the error codes that are found.
 2. Go to Isolating firmware problems.
-

B200A140

Explanation: A lower priority partition lost a usable processor to supply it to a higher priority partition with a bad processor.

Response: Evaluate the entire LPAR configuration. Adjust partition profiles with the new number of processors available in the system.

B200B07B

Explanation: Informational system log entry only.

Response: No corrective action is required.

B200B215

Explanation: A problem occurred after a partition ended abnormally.

There was a communications problem between this partition's service processor and the platform's service processor.

Response: Restart the platform.

B200C1F0

Explanation: An internal system firmware error occurred during a partition shutdown or a restart.

Response: Go to Isolating firmware problems.

B200D150

Explanation: A partition ended abnormally; there was a communications problem between this partition and the code that handles resource allocation.

Response: Check for server firmware updates; then, install the updates if available.

B200E0AA

Explanation: A problem occurred during the power off of a partition.

Response: Go to Isolating firmware problems.

B200F001

Explanation: A problem occurred during the startup of a partition. An operation has timed out.

Response: Look for other errors and resolve them.

B200F003

Explanation: During the startup of a partition, the partition processor(s) did not start the firmware within the time-out window.

Response: Collect the partition dump information; then, go to Isolating firmware problems.

B200F004

Explanation: Informational system log entry only.

Response: No corrective action is required.

B200F005

Explanation: Informational system log entry only.

Response: No corrective action is required.

B200F006

Explanation: During the startup of a partition, the code load operation for the partition startup timed out.

Response:

1. Check the error logs and take the actions for the error codes that are found.
2. Go to Isolating firmware problems.

B200F007

Explanation: During a shutdown of the partition, a time-out occurred while trying to stop a partition.

Response: Check for server firmware updates; then, install the updates if available.

B200F008

Explanation: Informational system log entry only.

Response: No corrective action is required.

B200F009

Explanation: Informational system log entry only.

Response: No corrective action is required.

B200F00A

Explanation: Informational system log entry only.

Response: No corrective action is required.

B200F00B

Explanation: Informational system log entry only.

Response: No corrective action is required.

B200F00C

Explanation: Informational system log entry only.

Response: No corrective action is required.

B200F00D

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2D03001

Explanation: Informational system log entry only.

Response: No corrective action is required.

B2D03002

Explanation: Informational system log entry only.

Response: No corrective action is required.

B6xyyyyy licensed internal code or hardware event SRCs:

A B6xyyyyy system reference code (SRC) is an error code or event code that is related to licensed internal code or hardware.

The B6xyyyyy SRCs below are the system reference codes that might be displayed if system firmware detects a problem. Follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, then you can stop performing the remaining actions. See Chapter 7, "Parts listing for IBM Flex System p270 Compute Node," on page 95 to determine which components are CRUs and which components are FRUs.

Note: For problems persisting after completing the suggested actions, see "Solving undetermined problems" on page 484.

A6000255

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

A6000266

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

This SRC will continue to be refreshed in the panel periodically in the third and fourth "XX" digits (A6XX0266 or B6XX0266) while the O/S is in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

A6xx0255

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

A6xx0266

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

This SRC will continue to be refreshed in the panel periodically in the third and fourth "XX" digits (A6XX0266 or B6XX0266) while the O/S is in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

B6000255

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

B6000266

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

This SRC will continue to be refreshed in the panel periodically in the third and fourth "XX" digits (A6XX0266 or B6XX0266) while the O/S is in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

B6xx0255

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

B6xx0266

Explanation: Contact was lost with the device indicated in the SRC. The operating system is halted waiting for the I/O function of a critical resource to return. When the I/O returns this SRC will disappear from the panel and the O/S will continue running. This problem occurs when the connection to the I/O resource or host is suspended, lost or there is a problem with I/O in the host.

The O/S cannot notify or call home in this state.

This SRC will continue to be refreshed in the panel periodically in the third and fourth "XX" digits (A6XX0266 or B6XX0266) while the O/S is in this state.

Service action / serviceable event : YES

Called home automatically: Conditional from the management console.

- If this LPAR was defined from the management console with the option for calling home crashes and hangs then the management console will call this problem home.
- Otherwise this problem will not be called home.

Problem determination: Do not power off the LPAR. Look for and repair problems in the I/O host.

B7000102 • B7000105

B7xyyyy licensed internal code SRCs:

A B7xyyyy system reference code (SRC) is an error code or event code that is related to licensed internal code.

The B7xyyyy SRCs below are the system reference codes that might be displayed if system firmware detects a problem. Follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, then you can stop performing the remaining actions. See Chapter 7, "Parts listing for IBM Flex System p270 Compute Node," on page 95 to determine which components are CRUs and which components are FRUs.

Note: For problems persisting after completing the suggested actions, see "Checkout procedure" on page 442 and "Solving undetermined problems" on page 484.

B7000102

Explanation: System firmware detected an error. A machine check occurred during startup.

Response:

1. Collect the event log information.
2. Go to Isolating firmware problems.

B7000103

Explanation: System firmware detected a failure

Response:

1. Collect the event log information.
2. Collect the platform dump information.
3. Go to Isolating firmware problems.

B7000104

Explanation: System firmware failure. Machine check, undefined error occurred.

Response:

1. Check for server firmware updates.
2. Update the firmware.

B7000105

Explanation: System firmware detected an error. More than one request to terminate the system was issued.

Response: Go to Isolating firmware problems.

B7000106

Explanation: System firmware failure.

Response:

1. Collect the event log information.
 2. Collect the platform dump information.
 3. Go to Isolating firmware problems.
-

B7000107

Explanation: System firmware failure. The system detected an unrecoverable machine check condition.

Response:

1. Collect the event log information.
 2. Collect the platform dump information.
 3. Go to Isolating firmware problems.
-

B7000200

Explanation: System firmware has experienced a low storage condition

Response: No immediate action is necessary.

Continue running the system normally. At the earliest convenient time or service window, work with IBM Support to collect a platform dump and restart the system; then, go to Isolating firmware problems.

B7000201

Explanation: System firmware detected an error.

Response: No immediate action is necessary.

Continue running the system normally. At the earliest convenient time or service window, work with IBM Support to collect a platform dump and restart the system; then, go to Isolating firmware problems.

B7000202

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7000302

Explanation: System firmware failure

Response:

1. Collect the platform dump information.
2. Go to Isolating firmware problems.

B7000441

Explanation: Service processor failure. The platform encountered an error early in the startup or termination process.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7000443

Explanation: Service processor failure.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7000601

Explanation: Informational system log entry only.

Response: No corrective action is required.

Note: This code and associated data can be used to determine why the time of day for a partition was lost.

B7000602

Explanation: System firmware detected an error condition.

Response:

1. Collect the event log information.
2. Go to Isolating firmware problems.

B7000611

Explanation: There is a problem with the system hardware clock; the clock time is invalid.

Response: Use the operating system to set the system clock.

B7000621

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7000641

Explanation: System firmware detected an error.

Response:

1. Collect the platform dump information.
2. Go to Isolating firmware problems.

B7000650

Explanation: System firmware detected an error. Resource management was unable to allocate main storage. A platform dump was initiated.

Response:

1. Collect the event log.
2. Collect the platform dump data.
3. Collect the partition configuration information.
4. Go to Isolating firmware problems.

B7000651

Explanation: The system detected an error in the system clock hardware

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7000803

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7000804

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7000A00

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7000A01

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7000A10

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7001150

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7001151

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7001152

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7001160

Explanation: Service processor failure

Response:

1. Go to Isolating firmware problems.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

B7001161

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7001730

Explanation: The VPD for the system is not what was expected at startup.

Response: Replace the management card, as described in Removing the management card and Installing the management card.

B7001731

Explanation: The VPD on a memory DIMM is not correct and the memory on the DIMM cannot be used, resulting in reduced memory.

Response: Replace the MEMDIMM symbolic CRU, as described in Service processor problems.

B7001732

Explanation: The VPD on a processor card is not correct and the processor card cannot be used, resulting in reduced processing power.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7001733

Explanation: System firmware failure. The startup will not continue.

Response: Look for and correct B1xxxxxx errors. If there are no serviceable B1xxxxxx errors, or if correcting the errors does not correct the problem, contact IBM support to reset the server firmware settings.

Attention: Resetting the server firmware settings results in the loss of all of the partition data that is stored on the service processor. Before continuing with this operation, manually record all settings that you intend to preserve.

The service processor reboots after IBM Support resets the server firmware settings.

If the problem persists, Replace the system-board, as described in Replacing the system-board and chassis assembly.

B700173A

Explanation: A VPD collection overflow occurred.

Response:

1. Look for and resolve other errors.
 2. If there are no other errors:
 - a. Update the firmware to the current level, as described in Updating the firmware.
 - b. You might also have to update the Management Module firmware to a compatible level.
-

B700173B

Explanation: A system firmware failure occurred during VPD collection.

Response: Look for and correct other B1xxxxxx errors.

B7004091

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7004400

Explanation: There is a platform dump to collect

Response:

1. Collect the platform dump information.
 2. Go to Isolating firmware problems.
-

B7004401

Explanation: System firmware failure. The system firmware detected an internal problem.

Response: Go to Isolating firmware problems.

B7004402

Explanation: A system firmware error occurred while attempting to allocate the memory necessary to create a platform dump.

Response: Go to Isolating firmware problems.

B7004705

Explanation: System firmware failure. A problem occurred when initializing, reading, or using the system VPD. The Capacity on Demand function is not available.

Response: Restart the system.

B7004710

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7004714

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7004715

Explanation: A problem occurred when initializing, reading, or using system VPD.

Response: Replace the management card, as described in Removing the management card and Installing the management card.

B7004750

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7004788

Explanation: Informational system log entry only.

Response: No corrective action is required.

B70047CB

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7005120

Explanation: System firmware detected an error

Response: If the system is not exhibiting problematic behavior, you can ignore this error. Otherwise, go to Isolating firmware problems.

B7005121

Explanation: System firmware detected a programming problem for which a platform dump may have been initiated.

Response:

1. Collect the event log information.
 2. Collect the platform dump information.
 3. Go to Isolating firmware problems.
-

B7005122

Explanation: An error occurred during a search for the load source.

Response: If the partition fails to startup, go to Isolating firmware problems. Otherwise, no corrective action is required.

B7005123

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7005190

Explanation: Operating system error. The server firmware detected a problem in an operating system.

Response: Check for error codes in the partition that is reporting the error and take the appropriate actions for those error codes.

B7005191

Explanation: System firmware detected a virtual I/O configuration error.

Response:

1. Use the management console to verify or reconfigure the invalid virtual I/O configuration.
2. Check for server firmware updates; then, install the updates if available.

B7005209

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7005219

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7005300

Explanation: System firmware detected a failure while partitioning resources. The platform partitioning code encountered an error.

Response: Check the Management Module event log for error codes; then, take the actions associated with those error codes.

B7005301

Explanation: User intervention required. The system detected a problem with the partition configuration.

Response: Use the management console to reallocate the system resources.

B7005302

Explanation: An unsupported Preferred Operating System was detected.

The Preferred Operating System specified is not supported. The IPL will not continue.

Response: Work with IBM support to select a supported Preferred Operating System; then, re-IPL the system.

B7005303

Explanation: An unsupported Preferred Operating System was detected.

The Preferred Operating System specified is not supported. The IPL will continue.

Response: Work with IBM support to select a supported Preferred Operating System; then, re-IPL the system.

B7005304

Explanation: The number of available World Wide Port Names (WWPN) is low.

Response: Refer to <https://www-912.ibm.com/supporthome.nsf/document/51455410>

B7005305

Explanation: There are no remaining World Wide Port Names (WWPN).

Response: Refer to <https://www-912.ibm.com/supporthome.nsf/document/51455410>

B7005306

Explanation: There is insufficient licensed memory for firmware to support the manufacturing default configuration.

Response: Contact IBM support or marketing representative to obtain an activation code to license more memory in the system.

B7005400

Explanation: System firmware detected a problem with a processor.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7005442

Explanation: System firmware detected an error.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B70054DD

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7005600

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7005601

Explanation: System firmware failure. There was a problem initializing, reading, or using system location codes.

Response: Go to Isolating firmware problems.

B7005602

Explanation: The system has out-of-date VPD LIDs.

Response: Check for server firmware updates; then, install the updates if available.

B7005603

Explanation: Enclosure feature code and/or serial number not valid.

Response: Verify that the machine type, model, and serial number are correct for this server.

B7006900

Explanation: PCI host bridge failure

Response:

1. Replace the system-board, as described in Replacing the system-board and chassis assembly.
 2. If the problem persists, use the PCI expansion card (PIOCARD) problem isolation procedure to determine the failing component.
-

B7006906

Explanation: System bus error

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7006907

Explanation: System bus error

Response:

1. Replace the system-board, as described in Replacing the system-board and chassis assembly.
 2. Go to Isolating firmware problems.
-

B7006908

Explanation: System bus error

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7006909

Explanation: System bus error

Response:

1. Replace the system-board, as described in Replacing the system-board and chassis assembly.
2. Go to Isolating firmware problems.

B7006911

Explanation: Platform LIC unable to find or retrieve VPD LID file.

Response: Check for server firmware updates; then, install the updates if available.

B7006912

Explanation: Platform LIC unable to find or retrieve VPD LID file.

Response: Check for server firmware updates; then, install the updates if available.

B7006944

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7006950

Explanation: A platform dump has occurred.

Response:

1. Collect the platform dump information.
 2. Go to Isolating firmware problems.
-

B7006951

Explanation: An error occurred because a partition needed more NVRAM than was available.

Response: Use the management console to delete one or more partitions.

B7006952

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7006953

Explanation: PHYP NVRAM is unavailable after a service processor reset and reload.

Response: Go to Isolating firmware problems.

B7006954

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7006955

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7006956

Explanation: An NVRAM failure was detected.

Response: Go to Isolating firmware problems.

B7006965

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7006970

Explanation: PCI host bridge failure

Response:

1. Replace the system-board, as described in Replacing the system-board and chassis assembly.
 2. If the problem persists, use the PCI expansion card (PIOCARD) problem isolation procedure to determine the failing component.
-

B7006971

Explanation: PCI bus failure

Response:

1. Use the PCI expansion card (PIOCARD) problem isolation procedure to determine the failing component.
 2. If the problem persists, replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.
-

B7006972

Explanation: System bus error

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7006973

Explanation: System bus error

Response:

1. Use the PCI expansion card (PIOCARD) problem isolation procedure to determine the failing component.
2. If the problem persists, replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7006974

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7006978

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7006979

Explanation: Informational system log entry only.

Response: No corrective action is required.

B700697C

Explanation: Connection from service processor to system processor failed.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7006980

Explanation: RIO, HSL or 12X controller failure

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7006981

Explanation: System bus error.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7006984

Explanation: Informational system log entry only.

Response: No corrective action is required.

B7006985

Explanation: Remote I/O (RIO), high-speed link (HSL), or 12X loop status message.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7006987

Explanation: Remote I/O (RIO), high-speed link (HSL), or 12X connection failure.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7006990

Explanation: Service processor failure.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7006991

Explanation: System firmware failure

Response: Go to Isolating firmware problems.

B7006993

Explanation: Service processor failure

Response:

1. Replace the system-board, as described in Replacing the system-board and chassis assembly.
 2. Go to Isolating firmware problems.
-

B7006994

Explanation: Service processor failure.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B7006995

Explanation: Informational system log entry only.

Response: No corrective action is required.

B70069C2

Explanation: Informational system log entry only.

Response: No corrective action is required.

B70069C3

Explanation: Informational system log entry only.

Response: No corrective action is required.

B70069D9

Explanation: Host Ethernet Adapter (HEA) failure.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B70069DA

Explanation: Informational system log entry only.

Response: No corrective action is required.

B70069DB

Explanation: System firmware failure.

Response:

1. Collect the platform dump information.
 2. Go to Isolating firmware problems.
-

B70069F1

Explanation: I/O Controller had a permanent unrecoverable failure.

Response: If there are any Operating System errors logged against I/O adapters, do not replace any I/O adapter hardware. This I/O Controller failure is the root cause.

1. Collect error logs and informational logs.
 2. Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.
 3. Although the partition or application may have continued to run after the I/O adapter failures, it might need to be restarted to recover.
-

B70069F2

Explanation: I/O Controller had a temporary failure which has been recovered. Do not replace any FRUs.

Response: If there are any Operating System errors logged against I/O adapters, do not replace any I/O adapter hardware. This I/O Controller failure is the root cause.

1. Collect error logs and informational logs.
2. Although the partition or application may have continued to run after the failure, it might need to be restarted to recover.

B70069F3

Explanation: I/O Controller failed.

Response: If there are any Operating System errors logged against I/O adapters, do not replace any I/O adapter hardware. This I/O Controller failure is the root cause.

1. Collect error logs and informational logs.
 2. Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.
 3. Although the partition or application may have continued to run after the I/O adapter failures, it might need to be restarted to recover.
-

B70069F4

Explanation: I/O Controller failed. The I/O Controller is not responding or is not reachable.

Response: If there are any Operating System errors logged against I/O adapters, do not replace any I/O adapter hardware. This I/O Controller failure is the root cause.

1. Collect error logs and informational logs.
 2. Look in the Serviceable Event View for B130E5xx SRCs logged at about the same time. If you find any, then close the B70069F4 SRC, and work to resolve the B130E5xx SRC.
 3. Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.
 4. Although the partition or application may have continued to run after the I/O adapter failures, it might need to be restarted to recover.
-

B70069F5

Explanation: I/O Controller failed. The I/O Controller detected an invalid firmware action.

Response: If there are any Operating System errors logged against I/O adapters, do not replace any I/O adapter hardware. This I/O Controller failure is the root cause.

1. Collect error logs and informational logs.
 2. Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.
 3. Go to Isolating firmware problems.
 4. Although the partition or application may have continued to run after the I/O adapter failures, it might need to be restarted to recover.
-

B7006A21

Explanation: PCI-E switch had a permanent unrecoverable (internal) chip failure. All downstream I/O is failed.

Response:

1. Collect error logs and info logs.
2. Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly. Send the failed FRU and the data to IBM for fault analysis.

B7006A22

Explanation: PCI-E switch had a recoverable failure, however, all downstream I/O had to be failed during recovery. Recovery for the PCI-E switch failure is being attempted. If the recovery is successful, no other SRC is logged.

Response: Once the PCI-E switch is recovered, the downstream I/O adapters should recover. The partition or application associated with the failed downstream I/O may have to be restarted.

B7006A23

Explanation: PCI-E switch recovery failure. All downstream I/O is failed.

Response: If there are any AIX or Linux errors logged against I/O adapters on this switch, do not replace any I/O adapter hardware. This PCI-E switch failure is the root cause.

1. Collect error logs and info logs.
 2. Collect the configuration data for the IOAs downstream of the PCI-E switch.
 3. Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.
 4. Although the partition or application may have continued to run after the I/O adapter failures, it might need to be restarted to recover.
-

B7006A24

Explanation: PCI-E switch had an unrecoverable failure. All downstream I/O is failed.

Response:

1. Collect error logs and info logs.
 2. Collect the configuration data for the IOAs downstream of the PCI-E switch.
 3. Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly. Send the failed FRU and the data to IBM for fault analysis.
-

B7006A25

Explanation: PCI-E switch has detected a firmware action that was not valid. All downstream I/O is failed.

Response:

1. Collect error logs and info logs.
2. Collect the configuration data for the IOAs downstream of the PCI-E switch.
3. Update the firmware to the current level, as described in Updating the firmware.
4. If the problem persists, replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly. Send the failed FRU and the data to IBM for fault analysis.

B7006A28 • B700BAD1

B7006A28

Explanation: PCI-E switch had a correctable error. Downstream I/O is not affected.

Response: No corrective action is required.

B7006A2A

Explanation: PCI-E switch downstream I/O bus had a recoverable failure. The downstream IOA might be failed.

Response: Look for and resolve other errors. If there were no other errors, then the PCI-E switch recovery was successful. In either case, determine if any downstream I/O adapters are in failed states and to which partitions they belong. The partition or application associated with the failed downstream I/O might have to be restarted.

B7006A2B

Explanation: PCI-E switch downstream bus had recoverable failure, but has reached the threshold of recovery attempts. The downstream IOA is failed.

Response:

1. Collect error logs and info logs.
 2. Collect the configuration data for the IOAs downstream of the PCI-E switch.
 3. Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly. Send the failed FRU and the data to IBM for fault analysis.
 4. After the FRU has been replaced, the partition or application associated with the failed downstream I/O may have to be restarted.
-

B7006A30

Explanation: A PCI-E bus internal connection initialized to a lower bus configuration than expected. The bus is operational, but operating at a bandwidth below its rated capacity. This might lead to degraded I/O throughput.

Response: If this event appears in a serviceable event view, replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly. If this event does not appear in a serviceable event view, no service action is required.

B700BA01

Explanation: During analysis of a previous serviceable error, a request to activate a FRU fault indicator was not successful.

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B700BAD1

Explanation: The platform firmware detected an error.

Response: Go to Isolating firmware problems.

B700BAD2

Explanation: System firmware detected an error.

Response:

1. Collect the event log information.
2. Go to Isolating firmware problems.

B700F103

Explanation: System firmware failure

Response:

1. Collect the event log information.
2. Collect the platform dump information.
3. Go to Isolating firmware problems.

B700F104

Explanation: Operating system error. System firmware terminated a partition.

Response: Check the Management Module event log for partition firmware error codes (especially BA00F104); then, take the appropriate actions for those error codes.

B700F105

Explanation: System firmware detected an internal error

Response:

1. Collect the event log information.
2. Collect the platform dump information.
3. Go to Isolating firmware problems.

B700F106

Explanation: System firmware detected an error

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B700F107

Explanation: System firmware detected an error.

Response:

1. Collect the event log information.
2. Go to Isolating firmware problems.

B700F108

Explanation: A firmware error caused the system to terminate.

Response:

1. Collect the event log information.
 2. Go to Isolating firmware problems.
-

B700F10A

Explanation: System firmware detected an error

Response: Look for and correct B1xxxxxx errors.

B700F10B

Explanation: A processor resource has been disabled due to hardware problems

Response: Replace the system-board and chassis assembly, as described in Replacing the system-board and chassis assembly.

B700F10C

Explanation: The platform LIC detected an internal problem performing Partition Mobility.

Response:

1. Collect the event log information.
 2. Go to Isolating firmware problems.
-

B700F120

Explanation: Informational system log entry only.

Response: No corrective action is required.

B700F130

Explanation: Thermal Power Management Device firmware error was detected.

Response: Check for server firmware updates; then, install the updates if available.

BAxxxxxx partition firmware SRCs:

The power-on self-test (POST) might display an error code that the partition firmware detects. Try to correct the problem with the suggested action.

The BAXxyyy SRCs below are the error codes that might be displayed if POST detects a problem. Follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, then you can stop performing the remaining actions. See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.

Note: For problems persisting after completing the suggested actions, see “Checkout procedure” on page 442 and “Solving undetermined problems” on page 484.

BA000010

Explanation: The device data structure is corrupted

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000020

Explanation: Incompatible firmware levels were found

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000030

Explanation: An lpevent communication failure occurred

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000031

Explanation: An lpevent communication failure occurred

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000032

Explanation: The firmware failed to register the lpevent queues

Response:

1. Reboot the server.
2. If the problem persists, Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000034

Explanation: The firmware failed to exchange capacity and allocate lpevents

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000038

Explanation: The firmware failed to exchange virtual continuation events

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000040

Explanation: The firmware was unable to obtain the RTAS code lid details

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000050

Explanation: The firmware was unable to load the RTAS code lid

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000060

Explanation: The firmware was unable to obtain the open firmware code lid details

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000070

Explanation: The firmware was unable to load the open firmware code LID.

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000080

Explanation: The user did not accept the license agreement

Response: Accept the license agreement and restart the server. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000081

Explanation: Failed to get the firmware license policy

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000082

Explanation: Failed to set the firmware license policy

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA000091

Explanation: Unable to load a firmware code update module

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA00E820

Explanation: An lpevent communication failure occurred

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA00E830

Explanation: Failure when initializing ibm,event-scan

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA00E840

Explanation: Failure when initializing PCI hot-plug

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA00E843

Explanation: Failure when initializing the interface to AIX or Linux

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA00E850

Explanation: Failure when initializing dynamic reconfiguration

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA00E860

Explanation: Failure when initializing sensors

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA010000

Explanation: There is insufficient information to boot the server

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA010001

Explanation: The client IP address is already in use by another network device

Response: Verify that all of the IP addresses on the network are unique; then, retry the operation.

BA010002

Explanation: Cannot get gateway IP address

Response: Perform the following actions that checkpoint CA00E174 describes:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA010003

Explanation: Cannot get server hardware address

Response: Perform the following actions that checkpoint CA00E174 describes:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA010004

Explanation: Bootp failed

Response: Perform the following actions that checkpoint CA00E174 describes:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA010005

Explanation: File transmission (TFTP) failed

Response: Perform the following actions that checkpoint CA00E174 describes:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA010006

Explanation: The boot image is too large

Response: Start up from another device with a bootable image.

BA010007

Explanation: The device does not have the required device_type property.

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA010008

Explanation: The device_type property for this device is not supported by the iSCSI initiator configuration specification.

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA010009

Explanation: The arguments specified for the ping function are invalid.

Response: The embedded host Ethernet adapters (HEAs) help provide iSCSI, which is supported by iSCSI software device drivers on either AIX or Linux. Verify that all of the iSCSI configuration arguments on the operating system comply with the configuration for the iSCSI Host Bus Adapter (HBA), which is the iSCSI initiator.

BA01000A

Explanation: The itname parameter string exceeds the maximum length allowed.

Response: The embedded host Ethernet adapters (HEAs) help provide iSCSI, which is supported by iSCSI software device drivers on either AIX or Linux. Verify that all of the iSCSI configuration arguments on the operating system comply with the configuration for the iSCSI Host Bus Adapter (HBA), which is the iSCSI initiator.

BA01000B

Explanation: The ichapid parameter string exceeds the maximum length allowed.

Response: The embedded host Ethernet adapters (HEAs) help provide iSCSI, which is supported by iSCSI software device drivers on either AIX or Linux. Verify that all of the iSCSI configuration arguments on the operating system comply with the configuration for the iSCSI Host Bus Adapter (HBA), which is the iSCSI initiator.

BA01000C

Explanation: The ichappw parameter string exceeds the maximum length allowed.

Response: The embedded host Ethernet adapters (HEAs) help provide iSCSI, which is supported by iSCSI software device drivers on either AIX or Linux. Verify that all of the iSCSI configuration arguments on the operating system comply with the configuration for the iSCSI Host Bus Adapter (HBA), which is the iSCSI initiator.

BA01000D

Explanation: The iname parameter string exceeds the maximum length allowed.

Response: The embedded host Ethernet adapters (HEAs) help provide iSCSI, which is supported by iSCSI software device drivers on either AIX or Linux. Verify that all of the iSCSI configuration arguments on the operating system comply with the configuration for the iSCSI Host Bus Adapter (HBA), which is the iSCSI initiator.

BA01000E

Explanation: The LUN specified is not valid.

Response: The embedded host Ethernet adapters (HEAs) help provide iSCSI, which is supported by iSCSI software device drivers on either AIX or Linux. Verify that all of the iSCSI configuration arguments on the operating system comply with the configuration for the iSCSI Host Bus Adapter (HBA), which is the iSCSI initiator.

BA01000F

Explanation: The chapid parameter string exceeds the maximum length allowed.

Response: The embedded host Ethernet adapters (HEAs) help provide iSCSI, which is supported by iSCSI software device drivers on either AIX or Linux. Verify that all of the iSCSI configuration arguments on the operating system comply with the configuration for the iSCSI Host Bus Adapter (HBA), which is the iSCSI initiator.

BA010010

Explanation: The chappw parameter string exceeds the maximum length allowed.

Response: The embedded host Ethernet adapters (HEAs) help provide iSCSI, which is supported by iSCSI software device drivers on either AIX or Linux. Verify that all of the iSCSI configuration arguments on the operating system comply with the configuration for the iSCSI Host Bus Adapter (HBA), which is the iSCSI initiator.

BA010011

Explanation: SET-ROOT-PROP could not find the / (root) package

Response:

1. Reboot the server.
 2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA010013

Explanation: The information in the error log entry for this SRC provides network trace data.

Response: Informational message. No action is required.

BA010014

Explanation: The information in the error log entry for this SRC provides network trace data.

Response: Informational message. No action is required.

BA010015

Explanation: The information in the error log entry for this SRC provides network trace data.

Response: Informational message. No action is required.

BA010020

Explanation: A trace entry addition failed because of a bad trace type.

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA012010

Explanation: Opening the TCP node failed.

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA012011

Explanation: TCP failed to read from the network

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA012012

Explanation: TCP failed to write to the network.

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA012013

Explanation: Closing TCP failed.

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA017020

Explanation: Failed to open the TFTP package

Response: Verify that the Trivial File Transfer Protocol (TFTP) parameters are correct.

BA017021

Explanation: Failed to load the TFTP file

Response: Verify that the TFTP server and network connections are correct.

BA01B010

Explanation: Opening the BOOTP node failed.

Response:

1. Reboot the server.
 2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA01B011

Explanation: BOOTP failed to read from the network

Response: Perform the following actions that checkpoint CA00E174 describes:

1. Verify that:
 - The bootp server is correctly configured; then retry the operation.
 - The network connections are correct; then retry the operation.
 2. If the problem persists, Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA01B012

Explanation: BOOTP failed to write to the network

Response: Perform the following actions that checkpoint CA00E174 describes:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
2. If the problem persists, Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA01B013

Explanation: The discover mode is invalid

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA01B014

Explanation: Closing the BOOTP node failed

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA01B015

Explanation: The BOOTP discover server timed out

Response: Perform the following actions that checkpoint CA00E174 describes:

1. Verify that:
 - The bootp server is correctly configured; then retry the operation.
 - The network connections are correct; then retry the operation.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA01D001

Explanation: Opening the DHCP node failed

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA01D020

Explanation: DHCP failed to read from the network

Response:

1. Verify that the network cable is connected, and that the network is active.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA01D030

Explanation: DHCP failed to write to the network

Response:

1. Verify that the network cable is connected, and that the network is active.
 2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA01D040

Explanation: The DHCP discover server timed out

Response:

1. Verify that the DHCP server has addresses available.
 2. Verify that the DHCP server configuration file is not overly constrained. An over-constrained file might prevent a server from meeting the configuration requested by the client.
 3. Perform the following actions that checkpoint CA00E174 describes:
 - a. Verify that:
 - The bootp server is correctly configured; then retry the operation.
 - The network connections are correct; then retry the operation.
 - b. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA01D050

Explanation: DHCP::discover no good offer

Response: DHCP discovery did not receive any DHCP offers from the servers that meet the client requirements.

Verify that the DHCP server configuration file is not overly constrained. An over-constrained file might prevent a server from meeting the configuration requested by the client.

BA01D051

Explanation: DHCP::discover DHCP request timed out

Response: DHCP discovery did receive a DHCP offer from a server that met the client requirements, but the server did not send the DHCP acknowledgement (DHCP ack) to the client DHCP request.

Another client might have used the address that was served.

Verify that the DHCP server has addresses available.

BA01D052

Explanation: DHCP::discover: 10 incapable servers were found

Response: Ten DHCP servers have sent DHCP offers, none of which met the requirements of the client. Check the compatibility of the configuration that the client is requesting and the server DHCP configuration files.

BA01D053

Explanation: DHCP::discover received a reply, but without a message type

Response: Verify that the DHCP server is properly configured.

BA01D054

Explanation: DHCP::discover: DHCP nak received

Response: DHCP discovery did receive a DHCP offer from a server that meets the client requirements, but the server sent a DHCP not acknowledged (DHCP nak) to the client DHCP request.

Another client might be using the address that was served.

This situation can occur when there are multiple DHCP servers on the same network, and server A does not know the subnet configuration of server B, and vice-versa.

This situation can also occur when the pool of addresses is not truly divided.

Set the DHCP server configuration file to "authoritative".

Verify that the DHCP server is functioning properly.

BA01D055

Explanation: DHCP::discover: DHCP decline

Response: DHCP discovery did receive a DHCP offer from one or more servers that meet the client requirements. However, the client performed an ARP test on the address and found that another client was using the address.

The client sent a DHCP decline to the server, but the client did not receive an additional DHCP offer from a server. The client still does not have a valid address.

Verify that the DHCP server is functioning properly.

BA01D056

Explanation: DHCP::discover: unknown DHCP message

Response: DHCP discovery received an unknown DHCP message type. Verify that the DHCP server is functioning properly.

BA01D0FF

Explanation: Closing the DHCP node failed.

Response:

1. Reboot the server.
2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA030011

Explanation: RTAS attempt to allocate memory failed

Response:

1. Reboot the server.
 2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA04000F

Explanation: Self test failed on device; no error or location code information is available

Response:

1. Reboot the server.
 2. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA040010

Explanation: Self test failed on device; can't locate package.

Response:

1. If a location code is listed with the error, replace the device specified by the location code.
 2. If a location code was not listed with the error: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA040020

Explanation: The machine type and model are not recognized by the server firmware.

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA040030

Explanation: The firmware was not able to build the UID properly for this system. As a result, problems may occur with the licensing of the AIX operating system.

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA040035

Explanation: The firmware was unable to find the plant of manufacture in the VPD. This may cause problems with the licensing of the AIX operating system.

Response: Verify that the machine type, model, and serial number are correct for this server. If this is a new server, check for server firmware updates; install the updates if available.

BA040040

Explanation: Setting the machine type, model, and serial number failed.

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA040050

Explanation: The h-call to switch off the boot watchdog timer failed.

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA040060

Explanation: Setting the firmware boot side for the next boot failed.

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA050001

Explanation: Failed to reboot a partition in logical partition mode

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA050004

Explanation: Failed to locate service processor device tree node.

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA05000A

Explanation: Failed to send a boot failed message

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA060008

Explanation: No configurable adapters found by the Remote IPL menu in the SMS utilities

Response: This error occurs when the firmware cannot locate any LAN adapters that are supported by the remote IPL function. Verify that the devices in the remote IPL device list are correct using the SMS menus.

BA06000B

Explanation: The system was not able to find an operating system on the devices in the boot list.

Response: Go to Boot problem resolution.

BA06000C

Explanation: A pointer to the operating system was found in non-volatile storage.

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA060020

Explanation: The environment variable boot-device exceeded the allowed character limit.

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA060021

Explanation: The environment variable boot-device contained more than five entries.

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA060022

Explanation: The environment variable boot-device contained an entry that exceeded 255 characters in length

Response:

1. Using the SMS menus, set the boot list to the default boot list.
2. Shut down, then restart the server.
3. Use the SMS menus to customize the boot list as required.
4. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA060030

Explanation: Logical partitioning with shared processors is enabled and the operating system does not support it.

Response:

1. Install or boot a level of the operating system that supports shared processors.
2. Disable logical partitioning with shared processors in the operating system.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA060060

Explanation: The operating system expects an IOSP partition, but it failed to make the transition to alpha mode.

Response:

1. Verify that:
 - The alpha-mode operating system image is intended for this partition.
 - The configuration of the partition supports an alpha-mode operating system.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA060061

Explanation: The operating system expects a non-IOSP partition, but it failed to make the transition to MGC mode.

Response:

1. Verify that:
 - The alpha-mode operating system image is intended for this partition.
 - The configuration of the partition supports an alpha-mode operating system.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA060070

Explanation: The operating system does not support this system's processor(s)

Response: Boot a supported version of the operating system.

BA060071

Explanation: An invalid number of vectors was received from the operating system

Response: Boot a supported version of the operating system.

BA060072

Explanation: Client-arch-support hcall error

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA060075

Explanation: Client-arch-support firmware error

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA060200

Explanation: Failed to set the operating system boot list from the management module boot list

Response:

1. Using the SMS menus, set the boot list to the default boot list.
2. Shut down, then restart the server.
3. Use SMS menus to customize the boot list as required.
4. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA060201

Explanation: Failed to read the VPD "boot path" field value

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA060202

Explanation: Failed to update the VPD with the new "boot path" field value

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA060300

Explanation: An I/O error on the adapter from which the boot was attempted prevented the operating system from being booted.

Response:

1. Using the SMS menus, select another adapter from which to boot the operating system, and reboot the system.
2. Attempt to reboot the system.
3. Go to Boot problem resolution.

BA07XXXX

Explanation: self configuring SCSI device (SCSD) controller failure

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA090001

Explanation: SCSD DASD: test unit ready failed; hardware error

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA090002

Explanation: SCSD DASD: test unit ready failed; sense data available

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA090003

Explanation: SCSD DASD: send diagnostic failed; sense data available

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA090004

Explanation: SCSD DASD: send diagnostic failed: devofl cmd

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA09000A

Explanation: There was a vendor specification error.

Response:

1. Check the vendor specification for additional information.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA09000B

Explanation: Generic SCSD sense error

Response:

1. Verify that the SCSD cables and devices are properly plugged.
2. Correct any problems that are found.
3. Reboot the server.
4. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA09000C

Explanation: The media is write-protected

Response:

1. Change the setting of the media to allow writing, then retry the operation.
2. Insert new media of the correct type.
3. Reboot the server.
4. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA09000D

Explanation: The media is unsupported or not recognized.

Response:

1. Insert new media of the correct type.

BA09000E

Explanation: The media is not formatted correctly.

Response:

1. Insert the media.
2. Insert new media of the correct type.
3. Reboot the server.
4. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA09000F

Explanation: Media is not present

Response:

1. Insert new media with the correct format.
2. Reboot the server.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA090010

Explanation: The request sense command failed.

Response:

1. Troubleshoot the SCSD devices.
2. Verify that the SCSD cables and devices are properly plugged. Correct any problems that are found.
3. Replace the SCSD cables and devices.
4. Reboot the server.
5. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA090011

Explanation: The retry limit has been exceeded.

Response:

1. Troubleshoot the SCSD devices.
2. Verify that the SCSD cables and devices are properly plugged. Correct any problems that are found.
3. Replace the SCSD cables and devices.
4. Reboot the server.
5. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA090012

Explanation: There is a SCSD device in the system that is not supported.

Response:

1. Replace the SCSD device that is not supported with a supported device.
2. If the problem persists:
 - a. Troubleshoot the SCSD devices.
 - b. Verify that the SCSD cables and devices are properly plugged. Correct any problems that are found.
 - c. Replace the SCSD cables and devices.
 - d. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA120001

Explanation: On an undetermined SCSD device, test unit ready failed; hardware error

Response:

1. Troubleshoot the SCSD devices.
2. Verify that the SCSD cables and devices are properly plugged. Correct any problems that are found.
3. Replace the SCSD cables and devices.
4. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA120002

Explanation: On an undetermined SCSD device, test unit ready failed; sense data available

Response:

1. Troubleshoot the SCSD devices.
2. Verify that the SCSD cables and devices are properly plugged. Correct any problems that are found.
3. Replace the SCSD cables and devices.
4. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA120003

Explanation: On an undetermined SCSD device, send diagnostic failed; sense data available

Response:

1. Troubleshoot the SCSD devices.
 2. Verify that the SCSD cables and devices are properly plugged. Correct any problems that are found.
 3. Replace the SCSD cables and devices.
 4. Reboot the server.
 5. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA120004

Explanation: On an undetermined SCSD device, send diagnostic failed; devofl command

Response:

1. Troubleshoot the SCSD devices.
 2. Verify that the SCSD cables and devices are properly plugged. Correct any problems that are found.
 3. Replace the SCSD cables and devices.
 4. Reboot the server.
 5. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA120010

Explanation: Failed to generate the SAS device physical location code. The event log entry has the details.

Response:

1. Reboot the server.
 2. Reboot the server.
 3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA130010

Explanation: USB CD-ROM in the media tray: device remained busy longer than the time-out period

Response:

1. Retry the operation.
2. Reboot the server.
3. Troubleshoot the media tray and CD-ROM drive.
4. Replace the USB CD or DVD drive.
5. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA130011

Explanation: USB CD-ROM in the media tray: execution of ATA/ATAPI command was not completed with the allowed time.

Response:

1. Retry the operation.
 2. Reboot the server.
 3. Troubleshoot the media tray and CD-ROM drive.
 4. Replace the USB CD or DVD drive.
 5. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA130012

Explanation: USB CD-ROM in the media tray: execution of ATA/ATAPI command failed.

Response:

1. Retry the operation.
 2. Reboot the server.
 3. Troubleshoot the media tray and CD-ROM drive.
 4. Replace the USB CD or DVD drive.
 5. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA130013

Explanation: USB CD-ROM in the media tray: bootable media is missing from the drive

Response:

1. Insert a bootable CD in the drive and retry the operation.
 2. Retry the operation.
 3. Reboot the server.
 4. Troubleshoot the media tray and CD-ROM drive.
 5. Replace the USB CD or DVD drive.
 6. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA130014

Explanation: USB CD-ROM in the media tray: the media in the USB CD-ROM drive has been changed.

Response:

1. Retry the operation.
2. Reboot the server.
3. Troubleshoot the media tray and CD-ROM drive.
4. Replace the USB CD or DVD drive.
5. Reboot the server.
6. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA130015

Explanation: USB CD-ROM in the media tray: ATA/ATAPI packet command execution failed.

Response:

1. Remove the CD or DVD in the drive and replace it with a known-good disk.
2. Retry the operation.
3. Reboot the server.
4. Troubleshoot the media tray and CD-ROM drive.
5. Replace the USB CD or DVD drive.
6. Reboot the server.
7. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA131010

Explanation: The USB keyboard has been removed.

Response:

1. Reseat the keyboard cable in the management module USB port.
2. Check for server firmware updates; then, install the updates if available.

BA140001

Explanation: The SCSD read/write optical test unit ready failed; hardware error.

Response:

1. Troubleshoot the SCSD devices.
2. Verify that the SCSD cables and devices are properly plugged. Correct any problems that are found.
3. Replace the SCSD cables and devices.
4. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA140002

Explanation: The SCSD read/write optical test unit ready failed; sense data available.

Response:

1. Troubleshoot the SCSD devices.
2. Verify that the SCSD cables and devices are properly plugged. Correct any problems that are found.
3. Replace the SCSD cables and devices.
4. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA140003

Explanation: The SCSD read/write optical send diagnostic failed; sense data available.

Response:

1. Troubleshoot the SCSD devices.
2. Verify that the SCSD cables and devices are properly plugged. Correct any problems that are found.
3. Replace the SCSD cables and devices.
4. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA140004

Explanation: The SCSD read/write optical send diagnostic failed; devofl command.

Response:

1. Troubleshoot the SCSD devices.
2. Verify that the SCSD cables and devices are properly plugged. Correct any problems that are found.
3. Replace the SCSD cables and devices.
4. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA150001

Explanation: PCI Ethernet BNC/RJ-45 or PCI Ethernet AUI/RJ-45 adapter: internal wrap test failure

Response: Replace the adapter specified by the location code.

BA151001

Explanation: 10/100 Mbps Ethernet PCI adapter: internal wrap test failure

Response: Replace the adapter specified by the location code.

BA151002

Explanation: 10/100 Mbps Ethernet card failure

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Replace the adapter specified by the location code.
4. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA153002

Explanation: Gigabit Ethernet adapter failure

Response: Verify that the MAC address programmed in the FLASH/EEPROM is correct.

BA153003

Explanation: Gigabit Ethernet adapter failure

Response:

1. Reboot the server.
 2. Check for server firmware updates; install the updates if available.
 3. Replace the adapter specified by the location code.
 4. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA154010

Explanation: HEA h-call error.

Response:

1. Reboot the server.
 2. Check for server firmware updates; install the updates if available.
 3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA154020

Explanation: The required open firmware property was not found.

Response:

1. Reboot the server.
 2. Check for server firmware updates; install the updates if available.
 3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA154030

Explanation: Invalid parameters were passed to the HEA device driver.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA154040

Explanation: The TFTP package open failed

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA154050

Explanation: The transmit operation failed.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA154060

Explanation: Failed to initialize the HEA port or queue

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA154070

Explanation: The receive operation failed.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA15C001

Explanation: The command to retrieve the MAC address from the adapter failed.

Response:

1. Check for and apply any adapter microcode or firmware driver updates.
2. Replace adapter specified by the location code that was reported with the SRC.

BA170000

Explanation: NVRAMRC initialization failed; device test failed

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA170100

Explanation: NVRAM data validation check failed

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA170201

Explanation: The firmware was unable to expand the target partition - saving configuration variable

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA170202

Explanation: The firmware was unable to expand the target partition - writing event log entry

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA170203

Explanation: The firmware was unable to expand the target partition - writing VPD data

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA170210

Explanation: Setenv/\$Setenv parameter error - name contains a null character

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA170211

Explanation: Setenv/\$Setenv parameter error - value contains a null character

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA170220

Explanation: Unable to write a variable value to NVRAM due to lack of free memory in NVRAM.

Response:

1. Reduce the number of partitions, if possible, to add more NVRAM memory to this partition.
2. Reboot the server.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA170221

Explanation: Setenv/\$setenv had to delete stored firmware network boot settings to free memory in NVRAM.

Response: Enter the adapter and network parameters again for the network boot or network installation.

BA170998

Explanation: NVRAMRC script evaluation error - command line execution error.

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA180008

Explanation: PCI device Fcode evaluation error

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA180009

Explanation: The Fcode on a PCI adapter left a data stack imbalance

Response:

1. Check for adapter firmware updates; install the updates if available.
2. Check for server firmware updates; install the updates if available.
3. Replace the PCI adapter card.
4. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA180010

Explanation: PCI probe error; the bridge is in a freeze state

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA180011

Explanation: PCI bridge probe error; the bridge is not usable

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA180012

Explanation: PCI device runtime error; the bridge is in a freeze state

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA180014

Explanation: MSI software error

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA180020

Explanation: No response was received from a slot during PCI probing.

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA180099

Explanation: PCI probe error; the bridge is in a freeze state, and the slot is in a reset state

Response:

1. Reseat the PCI adapter card.
2. Check for adapter firmware updates; install the updates if available.
3. Check for server firmware updates; install the updates if available.
4. Replace the PCI adapter card.
5. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA180100

Explanation: The FDDI adapter Fcode driver is not supported on this server.

Response: IBM may produce a compatible driver in the future, but does not guarantee one.

BA180101

Explanation: Stack underflow from fibre-channel adapter

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA190001

Explanation: Firmware function to get/set time-of-day reported an error

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA201001

Explanation: The serial interface dropped data packets

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA201002

Explanation: The serial interface failed to open

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA201003

Explanation: The firmware failed to handshake properly with the serial interface

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA210000

Explanation: Partition firmware reports a default catch

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA210001

Explanation: Partition firmware reports a stack underflow was caught

Response:

1. Reboot the server.
 2. Check for server firmware updates; install the updates if available.
 3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA210002

Explanation: Partition firmware was ready before standout was ready

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
-

BA210003

Explanation: A data storage error was caught by partition firmware

Response:

1. If the location code reported with the error points to an adapter, check for adapter firmware updates.
 2. Apply any available updates.
 3. Check for server firmware updates.
 4. Apply any available updates.
 5. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA210004

Explanation: An open firmware stack-depth assert failed.

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA210010

Explanation: The transfer of control to the SLIC loader failed

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA210011

Explanation: The transfer of control to the IO reporter failed

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA210012

Explanation: There was an NVRAMRC forced-boot problem; unable to load the previous boot's operating system image

Response:

1. Use the SMS menus to verify that the partition firmware can still detect the operating system image.
2. Reboot the server.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA210013

Explanation: There was a partition firmware error when in the SMS menus.

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA210020

Explanation: I/O configuration exceeded the maximum size allowed by partition firmware.

Response:

1. Increase the logical memory block size to 256 MB and restart the server.
2. Reboot the server.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA210100

Explanation: An error may not have been sent to the management module event log.

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA210101

Explanation: The partition firmware event log queue is full

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA210102

Explanation: There was a communication failure between partition firmware and the hypervisor. The lpevent that was expected from the hypervisor was not received.

Response:

1. Review the event log for errors that occurred around the time of this error.
2. Correct any errors that are found and reboot the server.
3. If the problem persists, Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA210103

Explanation: There was a communication failure between partition firmware and the hypervisor. There was a failing return code with the lpevent acknowledgement from the hypervisor.

Response:

1. Review the event log for errors that occurred around the time of this error.
2. Correct any errors that are found and reboot the server.
3. If the problem persists, Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA220010

Explanation: There was a partition firmware error during USB hotplug probing. USB hotplug may not work properly on this partition.

Response:

1. Review the event log for EEH-type errors that occurred around the time of this error.
2. Correct any EEH errors that are found and reboot the server.
3. If the problem persists: Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA220020

Explanation: CRQ registration error; partner vslot may not be valid

Response: Verify that this client virtual slot device has a valid server virtual slot device in a hosting partition.

BA278001

Explanation: Failed to flash firmware: invalid image file

Response: Download a new firmware update image and retry the update.

BA278002

Explanation: Flash file is not designed for this platform

Response: Download a new firmware update image and retry the update.

BA278003

Explanation: Unable to lock the firmware update lid manager

Response:

1. Restart the server.
 2. Verify that the operating system is authorized to update the firmware. If the system is running multiple partitions, verify that this partition has service authority.
-

BA278004

Explanation: An invalid firmware update lid was requested

Response: Download a new firmware update image and retry the update.

BA278005

Explanation: Failed to flash a firmware update lid

Response: Download a new firmware update image and retry the update.

BA278006

Explanation: Unable to unlock the firmware update lid manager

Response:

1. Reboot the server.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA278007

Explanation: Failed to reboot the system after a firmware flash update

Response:

1. Reboot the server.
 2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA278009

Explanation: The operating system's server firmware update management tools are incompatible with this system.

Response: Go to the IBM download site at www14.software.ibm.com/webapp/set2/sas/f/lopdiags/home.html to download the latest version of the service aids package for Linux.

BA27800A

Explanation: The firmware installation failed due to a hardware error that was reported.

Response:

1. Look for hardware errors in the event log.
 2. Resolve any hardware errors that are found.
 3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA280000

Explanation: RTAS discovered an invalid operation that may cause a hardware error

Response:

1. Reboot the server.
 2. Check for server firmware updates; install the updates if available.
 3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware
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BA290000

Explanation: RTAS discovered an internal stack overflow

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA290001

Explanation: RTAS low memory corruption was detected

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA290002

Explanation: RTAS low memory corruption was detected

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA310010

Explanation: Unable to obtain the SRC history

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA310020

Explanation: An invalid SRC history was obtained.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA310030

Explanation: Writing the MAC address to the VPD failed.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA330000

Explanation: Memory allocation error.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA330001

Explanation: Memory allocation error.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA330002

Explanation: Memory allocation error.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA330003

Explanation: Memory allocation error.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA330004

Explanation: Memory allocation error.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340001

Explanation: There was a logical partition event communication failure reading the BladeCenter open fabric manager parameter data structure from the service processor.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340002

Explanation: There was a logical partition event communication failure reading the BladeCenter open fabric manager location code mapping data from the service processor.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340003

Explanation: An internal firmware error occurred; unable to allocate memory for the open fabric manager location code mapping data.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340004

Explanation: An internal firmware error occurred; the open fabric manager parameter data was corrupted.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340005

Explanation: An internal firmware error occurred; the location code mapping table was corrupted.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340006

Explanation: An LP (logical partition) event communication failure occurred reading the system initiator capability data from the service processor.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340007

Explanation: An internal firmware error occurred; the open fabric manager system initiator capability data was corrupted.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340008

Explanation: An internal firmware error occurred; the open fabric manager system initiator capability data version was not correct.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340009

Explanation: An internal firmware error occurred; the open fabric manager system initiator capability processing encountered an unexpected error.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340010

Explanation: An internal firmware error was detected during open fabric manager processing.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340011

Explanation: Assignment of the fabric ID to the I/O adapter failed.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340020

Explanation: A logical partition event communication failure occurred when writing the BladeCenter open fabric manager parameter data to the service processor.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA340021

Explanation: A logical partition event communication failure occurred when writing the BladeCenter open fabric manager system initiator capabilities data to the service processor.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA400001

Explanation: Informational message: DMA trace buffer full.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

BA400002

Explanation: Informational message: DMA map-out size mismatch.

Response:

1. Reboot the server.
2. Check for server firmware updates; install the updates if available.
3. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware

POST progress codes (checkpoints)

When you turn on the compute node, the power-on self-test (POST) performs a series of tests to check the operation of the compute node components. Use the management module to view progress codes that offer information about the stages involved in powering on and performing an initial program load (IPL).

Progress codes do not indicate an error, although in some cases, the compute node can pause indefinitely (hang). Progress codes for compute nodes are 9-word, 8-digit hexadecimal numbers that start with C and D.

Checkpoints are generated by various components. The service processor and the partitioning firmware are key contributors. The service processor provides additional isolation procedure codes for troubleshooting.

A checkpoint might have an associated location code as part of the message. The location code provides information that identifies the failing component when there is a hang condition.

Notes:

1. For checkpoints with no associated location code, see “Light path diagnostics” on page 473 to identify the failing component when there is a hang condition.
2. For checkpoints with location codes, see “Location codes” on page 103 to identify the failing component when there is a hang condition.
3. For eight-digit codes not listed here, see Progress codes overview in the Systems Hardware information center.

Use ASMI to display the error and event logs. See Displaying error and event logs in the IBM Power Systems Hardware Information Center.

C1xyyyy service processor checkpoints:

The C1xyyyy progress codes, or checkpoints, offer information about the initialization of both the service processor and the compute node. Service processor checkpoints are typical reference codes that occur during the initial program load (IPL) of the compute node.

The C1xyyyy progress codes below are the progress codes that might be displayed during the power-on self-test (POST), along with suggested actions to take if the system hangs on the progress code. Only when you experience a hang condition should you take any of the actions described for a progress code.

If the system hangs on a progress code, follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, you can stop performing the remaining actions. See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.

C10010XX

Explanation: Pre-standby

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1001F00

Explanation: Pre-standby: starting initial transition file

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1001F0D

Explanation: Pre-standby: discovery completed in initial transition file

While the blade server displays this checkpoint, the service processor is reading the server vital product data (VPD). The service processor must complete reading the server VPD before the server displays the next progress code.

Response:

1. Wait at least 15 minutes for this checkpoint to change before deciding that the server is hung.
Reading the server VPD might take as long as 15 minutes on servers with maximum configurations or many disk drives.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
3. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1001F0F

Explanation: Pre-standby: waiting for standby synchronization from initial transition file

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1001FFF

Explanation: Pre-standby: completed initial transition file

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009034

Explanation: Processor mask attentions being initialized

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X01

Explanation: Hardware object manager (HOM): the can-continue flag is being cleared

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X02

Explanation: Hardware object manager (HOM): erase HOM IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X04

Explanation: Hardware object manager (HOM): build cards IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X08

Explanation: Hardware object manager (HOM): build processors IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X0C

Explanation: Hardware object manager (HOM): build chips IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X10

Explanation: Hardware object manager (HOM): initialize HOM

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X14

Explanation: Hardware object manager (HOM): validate HOM

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X18

Explanation: Hardware object manager (HOM): GARD in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X1C

Explanation: Hardware object manager: (HOM): clock test in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X20

Explanation: Frequency control IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X24

Explanation: Asset protection IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X28

Explanation: Memory configuration IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X2C

Explanation: Processor initialization in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X30

Explanation: Processor self-synchronization in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X38

Explanation: Processor check ring IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X39

Explanation: Processor L2 line delete in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X3A

Explanation: Load processor IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X3C

Explanation: Processor self-test step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X40

Explanation: Processor self-test step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X44

Explanation: Processor array initialization step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X46

Explanation: Processor initialization step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X48

Explanation: Processor flush IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X4C

Explanation: Processor wire test IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X50

Explanation: Processor long scan IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X54

Explanation: Start processor clocks IPL step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X58

Explanation: Processor SCOM initialization step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X5C

Explanation: Processor interface alignment procedure in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X5E

Explanation: Processor cache test case in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X60

Explanation: Processor random data test in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X64

Explanation: Processor enable machine check test in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X66

Explanation: Concurrent initialization in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X68

Explanation: Processor fabric initialization step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X6C

Explanation: Processor link initialization step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X70

Explanation: ASIC initialization step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X74

Explanation: ASIC mask attentions being set up

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X78

Explanation: ASIC check rings being set up

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X7C

Explanation: ASIC self-test being run

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X80

Explanation: ASIC test being run

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X82

Explanation: ASIC RGC being reset

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X84

Explanation: ASIC being flushed

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X88

Explanation: ASIC long scan initialization in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X8C

Explanation: ASIC start clocks in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X90

Explanation: Wire test in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X92

Explanation: ASIC restore erepair in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X94

Explanation: ASIC transmit/receive initialization step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X98

Explanation: ASIC wrap test in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009X9C

Explanation: ASIC SCOM initialization step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009X9E

Explanation: ASIC HSS set up in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XA0

Explanation: ASIC self-test in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XA4

Explanation: ASIC interface alignment step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XA8

Explanation: ASIC random data test in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XAC

Explanation: ASIC enable machine check step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009XB0

Explanation: ASIC I/O initialization step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XB4

Explanation: ASIC DRAM initialization step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XB8

Explanation: ASIC memory diagnostic step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XB9

Explanation: PSI diagnostic step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XBB

Explanation: Restore L3 line delete step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009XBD

Explanation: AVP memory test case in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XC0

Explanation: Node interface alignment procedure in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XC4

Explanation: Dump initialization step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XC8

Explanation: Start processor runtime diagnostics (PRD) step in progress

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1009XCC

Explanation: Message passing waiting period has begun

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009XD0

Explanation: Message passing waiting period has begun

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1009XD4

Explanation: Starting elastic interface calibration

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C103A1XX

Explanation: Hypervisor code modules are being transferred to server storage

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C103A2XX

Explanation: Hypervisor data areas are being built in server storage

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C103A3XX

Explanation: Hypervisor data structures are being transferred to server storage

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C103A400

Explanation: Special purpose registers are being loaded, and instructions are being started, on the server processors

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C103A401

Explanation: Instructions have been started on the server processors

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C1112000

Explanation: Power on: starting Standby-PowerOnTransition transition file (primary)

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C11120FF

Explanation: Power on: completed Standby-PowerOnTransition transition file (primary)

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C116C2XX

Explanation: System power interface is listening for power fault events from the system power control network (SPCN). The last byte (xx) will increment up from 00 to 1F every second while it waits.

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C162E4XX

Explanation: VPD is being collected; xx indicates the type of device from which VPD is being collected

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C1645300

Explanation: Starting a data synchronization operation

Response:

1. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2xyyyyy virtual service processor checkpoints:

The C2xyyyyy progress codes indicate the progress of a partition IPL that is controlled by the virtual service processor. The virtual service processor progress codes end after the environment setup completes and the specific operating system code continues the IPL.

The virtual service processor can start a variety of operating systems. Some codes are specific to an operating system and therefore, do not apply to all operating systems.

The C2xyyyyy progress codes below are the progress codes that might be displayed during the power-on self-test (POST), along with suggested actions to take if the system hangs on the progress code. Only when you experience a hang condition should you take any of the actions described for a progress code.

If the system hangs on a progress code, follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, you can stop performing the remaining actions. See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.

C2001000

Explanation: Partition auto-startup during a platform startup

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2001010

Explanation: Startup source

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2001100

Explanation: Adding partition resources to the secondary configuration

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C20011FF

Explanation: Partition resources added successfully

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2001200

Explanation: Checking if startup is allowed

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C20012FF

Explanation: Partition startup is allowed to proceed

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2001300

Explanation: Initializing ISL roadmap

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C20013FF

Explanation: ISL roadmap initialized successfully

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2001400

Explanation: Initializing SP Communication Area #1

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2001410

Explanation: Initializing startup parameters

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C20014FF

Explanation: Startup parameters initialized successfully

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2002100

Explanation: Power on racks

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2002110

Explanation: Issuing a power on command

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C200211F

Explanation: Power on command successful

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C20021FF

Explanation: Power on phase complete

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2002200

Explanation: Begin acquiring slot locks

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C20022FF

Explanation: End acquiring slot locks

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2002300

Explanation: Begin acquiring VIO slot locks

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C20023FF

Explanation: End acquiring VIO slot locks

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2002400

Explanation: Begin powering on slots

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2002450

Explanation: Waiting for power on of slots to complete

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C20024FF

Explanation: End powering on slots

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2002500

Explanation: Begin power on VIO slots

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C20025FF

Explanation: End powering on VIO slots

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2003100

Explanation: Validating ISL command parameters

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2003111

Explanation: Waiting for bus object to become operational

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2003112

Explanation: Waiting for bus unit to become disabled

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2003115

Explanation: Waiting for creation of bus object

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2003150

Explanation: Sending ISL command to bus unit

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C20031FF

Explanation: Waiting for ISL command completion

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C20032FF

Explanation: ISL command complete successfully

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2003300

Explanation: Start SoftPOR of a failed ISL slot

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2003350

Explanation: Waiting for SoftPOR of a failed ISL slot

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C20033FF

Explanation: Finish SoftPOR of a failed ISL slot

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2004100

Explanation: Waiting for load source device to enlist

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2004200

Explanation: Load source device has enlisted

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2004300

Explanation: Preparing connection to load source device

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C20043FF

Explanation: Load source device is connected

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2006000

Explanation: Locating first LID information on the load source

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2006005

Explanation: Clearing all partition main store

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2006010

Explanation: Locating next LID information on the load source

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2006020

Explanation: Verifying LID information

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2006030

Explanation: Priming LP configuration LID

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2006040

Explanation: Preparing to initiate LID load from load source

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2006050

Explanation: LP configuration LID primed successfully

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2006060

Explanation: Waiting for LID load to complete

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2006100

Explanation: LID load completed successfully

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2006200

Explanation: Loading raw kernel memory image

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C20062FF

Explanation: Loading raw kernel memory image completed successfully

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2008040

Explanation: Begin transfer slot locks to partition

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2008060

Explanation: End transfer slot locks to partition

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2008080

Explanation: Begin transfer VIO slot locks to partition

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C20080A0

Explanation: End transfer VIO slot locks to partition

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C20080FF

Explanation: Hypervisor low-level session manager object is ready

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2008100

Explanation: Initializing service processor communication area #2

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C2008104

Explanation: Loading data structures into main store

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2008110

Explanation: Initializing event paths

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2008120

Explanation: Starting processor(s)

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2008130

Explanation: Begin associate of system ports

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2008138

Explanation: Associating system ports to the partition

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C200813F

Explanation: End associate of system ports

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

C20081FF

Explanation: Processors started successfully, now waiting to receive the continue acknowledgement from system firmware

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C2008200

Explanation: Continue acknowledgement received from system firmware

Response:

1. Go to Recovering the system firmware.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

C20082FF

Explanation: VSP startup complete successfully

Response:

1. Go to Recovering the system firmware.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

IPL status progress codes:

A compute node that stalls during an initial program load (IPL) of the operating system indicates a problem with the operating system code or hardware configuration.

The Systems Hardware Information center at <http://publib.boulder.ibm.com/infocenter/powersys/v3r1m5/index.jsp> describes IPL status progress codes C3yx, C500, C5yx, C600, and C6xx.

C7xyyyy compute node firmware IPL status checkpoints:

A compute node that stalls during an initial program load (IPL) of the compute node firmware indicates a problem with the compute node firmware code. If the C7xyyyy progress code that you see is not C7004091, your only service action is to collect information on words 3 and 4 of the SRC, and to call your next level of support.

If the system hangs on a progress code, follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, you can stop performing the remaining actions. See Chapter 7, "Parts listing for IBM Flex System p270 Compute Node," on page 95 to determine which components are CRUs and which components are FRUs.

C700XXXX

Explanation: A problem has occurred with the system firmware during startup.

Response:

1. Shutdown and restart the server from the permanent-side image. See Starting the PERM image.
2. Search RETAIN tips and the firmware change history for the reference code to determine the recommended actions. If a firmware update is needed, see Updating the firmware.
3. If the server firmware was not updated in the previous step, update the server firmware. See Updating the firmware.
4. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CAXxyyyy partition firmware checkpoints:

The CAXxyyyy partition firmware progress codes provide information about the progress of partition firmware as it is initializing. In some cases, a server might hang (or stall) at one of these progress codes without displaying an 8-character system reference code (SRC).

The CAXxyyyy progress codes below are the progress codes that might be displayed during the power-on self-test (POST), along with suggested actions to take if the system hangs on the progress code. Only when you experience a hang condition should you take any of the actions described for a progress code.

If the system hangs on a progress code, follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, you can stop performing the remaining actions. See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.

CA000000

Explanation: Process control now owned by partition firmware

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA000020

Explanation: Checking firmware levels

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA000030

Explanation: Attempting to establish a communication link by using lpevents

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA000032

Explanation: Attempting to register lpevent queues

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA000034

Explanation: Attempting to exchange cap and allocate lpevents

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA000038

Explanation: Attempting to exchange virtual continue events

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA000040

Explanation: Attempting to obtain RTAS firmware details

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA000050

Explanation: Attempting to load RTAS firmware

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA000060

Explanation: Attempting to obtain open firmware details

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA000070

Explanation: Attempting to load open firmware

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA000080

Explanation: Preparing to start open firmware

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA000090

Explanation: Open firmware package corrupted (phase 1)

Response:

1. Reboot the server.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA000091

Explanation: Attempting to load the second pass of C code

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA0000A0

Explanation: Open firmware package corrupted (phase 2)

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00D001

Explanation: PCI probe process completed, create PCI bridge interrupt routing properties

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00D002

Explanation: PCI adapter NVRAM hint created; system is rebooting

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00D003

Explanation: PCI probing complete

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00D004

Explanation: Beginning of install-console, loading GUI package

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00D008

Explanation: Initialize console and flush queues

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00D00C

Explanation: The partition firmware is about to search for an NVRAM script

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00D00D

Explanation: Evaluating NVRAM script

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00D010

Explanation: First pass open firmware initialization complete; establish parameters for restart

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00D011

Explanation: First pass open firmware initialization complete; control returned to initialization firmware

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00D012

Explanation: Second pass open firmware initialization complete; control returned to initialization firmware

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00D013

Explanation: Runtime open firmware initialization complete; control returned to initialization firmware

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00D020

Explanation: About to download the run the SLIC loader (IOP-less boot)

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00D021

Explanation: About to download the run the IO Reporter (for VPD collection)

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E101

Explanation: Create RTAS node

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E102

Explanation: Load and initialize RTAS

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E105

Explanation: Transfer control to operating system (normal mode boot)

Response: Go to Boot problem resolution.

CA00E10A

Explanation: Load RTAS device tree

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E10B

Explanation: Set RTAS device properties

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E110

Explanation: Create KDUMP properties

Response:

1. Reboot the server.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E130

Explanation: Build device tree

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E131

Explanation: Create root node properties

Response:

1. Reboot the server.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E134

Explanation: Create memory node

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E135

Explanation: Create HCA node

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E136

Explanation: Create BSR node

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E137

Explanation: Create HEA node

Response:

1. Reboot the server.
 2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E138

Explanation: Create options node

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E139

Explanation: Create aliases node and system aliases

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E13A

Explanation: Create packages node

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E13B

Explanation: Create HEA node

Response:

1. Reboot the server.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E13C

Explanation: Create HEA port node

Response:

1. Reboot the server.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E140

Explanation: Loading operating system

Response: Go to Boot problem resolution.

CA00E141

Explanation: Synchronizing the operating system bootlist to the management module bootlist

Response:

1. Reboot the server.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E142

Explanation: The management module bootlist is being set from the operating system bootlist

Response:

1. Reboot the server.
 2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E143

Explanation: The operating system bootlist is being set from the management module bootlist

Response:

1. Reboot the server.
 2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E149

Explanation: Create boot manager node

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E14C

Explanation: Create terminal emulator node

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E14D

Explanation: Load boot image

Response: Go to Boot problem resolution.

CA00E150

Explanation: Create host (primary) node

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E151

Explanation: Probing PCI bus

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E152

Explanation: Probing for adapter FCODE; evaluate if present

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E153

Explanation: End adapter FCODE probing and evaluation

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E154

Explanation: Create PCI bridge node

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E155

Explanation: Probing PCI bridge secondary bus

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E156

Explanation: Create plug-in PCI bridge node

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E15B

Explanation: Transfer control to operating system (service mode boot)

Response: Go to Boot problem resolution.

CA00E15F

Explanation: Adapter VPD evaluation

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E170

Explanation: Start of PCI bus probe

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E172

Explanation: First pass of PCI device probe

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E174

Explanation: Establishing host connection

Response:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E175

Explanation: Bootp request

Response:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E176

Explanation: TFTP file transfer

Response:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E177

Explanation: Transfer failure due to TFTP error condition

Response:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E178

Explanation: Initiating TFTP file transfer

Response:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E179

Explanation: Closing BOOTP

Response:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
 2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E17B

Explanation: Microprocessor clock speed measurement

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E198

Explanation: The system is rebooting to enact changes that were specified in ibm,client-architecture-support

Response: Go to Boot problem resolution.

CA00E199

Explanation: The system is rebooting to enact changes that were specified in the boot image ELF header

Response:

1. Verify that:
 - The bootp server is correctly configured; then, retry the operation.
 - The network connections are correct; then, retry the operation.
 2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E19A

Explanation: NVRAM auto-boot? variable not found - assume FALSE

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E19B

Explanation: NVRAM menu? variable not found - assume FALSE

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E19D

Explanation: Create NVRAM node

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1A0

Explanation: User requested boot to SMS menus using keyboard entry

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1A1

Explanation: User requested boot to open firmware prompt using keyboard entry

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1A2

Explanation: User requested boot using default service mode boot list using keyboard entry

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1A3

Explanation: User requested boot using customized service mode boot list using keyboard entry

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1A4

Explanation: User requested boot to SMS menus

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1A5

Explanation: User requested boot to open firmware prompt

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1A6

Explanation: User requested boot using default service mode boot list

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1A7

Explanation: User requested boot using customized service mode boot list

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1AA

Explanation: System boot check for NVRAM settings

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1AB

Explanation: System booting using default service mode boot list

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1AC

Explanation: System booting using customized service mode boot list

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1AD

Explanation: System booting to the operating system

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1AE

Explanation: System booted to SMS multiboot menu using NVRAM settings

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1AF

Explanation: System booted to SMS utilities menu using NVRAM settings

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1B1

Explanation: System booting system-directed boot-device repair

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1B2

Explanation: XOFF received, waiting for XON

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1B3

Explanation: XON received

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1B4

Explanation: System-directed boot-string didn't load an operating system

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1B5

Explanation: Checking for iSCSI disk aliases

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1D0

Explanation: Create PCI self configuring SCSI device (SCSD) node

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1D3

Explanation: Create SCSD block device node (SD)

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1D4

Explanation: Create SCSD byte device node (ST)

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1DC

Explanation: Dynamic console selection

Response:

1. Verify the video session and the SOL session. The console might be redirected to the video controller.
2. Start a remote control session or access the local KVM to see the status.
3. Go to Checkout procedure.
4. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1DD

Explanation: A graphics adapter has been selected as the firmware console, but the USB keyboard is not attached.

Response:

1. Verify that there is a USB keyboard attached to a USB port that is assigned to the partition.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1F0

Explanation: Start out-of-box experience

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1F1

Explanation: Start self test sequence on one or more devices

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1F2

Explanation: Power on password prompt

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1F3

Explanation: Privileged-access password prompt

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1F4

Explanation: End self-test sequence on one or more boot devices; begin system management services

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1F5

Explanation: Build boot device list

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1F6

Explanation: Determine boot device sequence

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1F7

Explanation: No boot image located

Response: Go to Boot problem resolution.

CA00E1F8

Explanation: Build boot device list for SCSD adapters. (The location code of the SCSD adapter being scanned is also displayed.)

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1F9

Explanation: Build boot device list for fibre-channel adapters. (The location code of the SAN adapter being scanned is also displayed.)

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1FA

Explanation: Building device list for SCSD adapters. (The device ID and device LUN of the device being scanned is also displayed.)

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1FB

Explanation: Scan SCSD bus for attached devices

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1FC

Explanation: Build boot device list for SSA adapters. (The location code of the SSA adapter being scanned is also displayed.)

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E1FE

Explanation: Building device list for fibre-channel (SAN) adapters. (The WWPN of the SAN adapter being scanned is also displayed.)

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E1FF

Explanation: Build device list for fibre-channel (SAN) adapters. (The LUN of the SAN adapter being scanned is also displayed.)

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E440

Explanation: Validate NVRAM, initialize partitions as needed

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E441

Explanation: Generate /options node NVRAM configuration variable properties

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E442

Explanation: Validate NVRAM partitions

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E443

Explanation: Generate NVRAM configuration variable dictionary words

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E444

Explanation: The NVRAM size is less than 8K bytes

Response:

1. Reboot the server.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E701

Explanation: Create memory VPD

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E800

Explanation: Initialize RTAS

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E810

Explanation: Initializing ioconfig pfd

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E820

Explanation: Initializing lpevent

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E830

Explanation: Initializing event scan

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E840

Explanation: Initializing hot plug

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E843

Explanation: Initializing interface/AIX access

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E850

Explanation: Initializing dynamic reconfiguration

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E860

Explanation: Initializing sensors

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E865

Explanation: Initializing VPD

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E870

Explanation: Initializing pfds memory manager

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E875

Explanation: Initializing rtas_last_error

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E876

Explanation: Initializing rtas_error_inject

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E877

Explanation: Initializing dump interface

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E879

Explanation: Initializing the platform-assisted kdump interface

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E885

Explanation: Initializing set-power-level

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E886

Explanation: Initializing exit2c

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E887

Explanation: Initialize gdata for activate_firmware

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA00E890

Explanation: Starting to initialize open firmware

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00E891

Explanation: Finished initializing open firmware

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA00EAA1

Explanation: Probe PCI-PCI bridge bus

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA060203

Explanation: An alias was modified or created

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA26FFFF

Explanation: An extended item was required for lpevent to complete.

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

CA26TTSS

Explanation: Waiting for lpevent of type tt and subtype ss.

Response:

1. Reboot the server.
2. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA279001

Explanation: The firmware update image contains an update module that is not already on the system.

Response:

1. Look at the event log for a BA27xxxx error code to determine if a firmware installation error occurred.
2. If a firmware installation error did occur, resolve the problem.
3. Retry the firmware update.
4. If the problem persists:
 - a. Go to Checkout procedure.
 - b. Replace the system-board, as described in Replacing the system-board and chassis assembly.

CA2799FD

Explanation: A firmware update module is being read.

Response: This checkpoint alternates in the control panel with CA2799FF.

This pair of checkpoints might stay in the display for up to 30 minutes with no indication of activity other than the alternating codes. Do not assume that the system is hung until the alternation stops and only one of the checkpoints remains in the control panel for at least 30 minutes, with no other indication of activity.

If the system is hung on this checkpoint, then CA2799FD and CA2799FF are not alternating and you must perform the following procedure:

1. Shut down the server.
2. Restart the server using the permanent boot image, as described in Starting the PERM image.
3. Use the Update and Manage System Flash menu to reject the temporary image.

CA2799FF

Explanation: A firmware update module is being written.

Response: This checkpoint alternates in the control panel with CA2799FD.

This pair of checkpoints might stay in the display for up to 30 minutes with no indication of activity other than the alternating codes. Do not assume that the system is hung until the alternation stops and only one of the checkpoints remains in the control panel for at least 30 minutes, with no other indication of activity. If the system is hung on this checkpoint, then CA2799FD and CA2799FF are not alternating and you must perform the following procedure:

1. Shut down the server.
2. Restart the server using the permanent boot image, as described in Starting the PERM image.
3. Use the Update and Manage System Flash menu to reject the temporary image.

D1001XXX • D1011XXX

D1xx1yyy service processor dump status codes:

D1xx1yyy service processor dump status codes indicate the cage or node ID that the dump component is processing, the node from which the hardware data is collected, and a counter that increments each time that the dump processor stores 4K of dump data.

Service processor dump status codes use the format, D1xx1yyy, where *xx* and *yyy* can be any number or letter.

The *xx* part of the code indicates the cage or node ID that the dump component is processing. The node varies depending on the node from which the hardware data is collected. The node is 0xFF when collecting the mainstore memory data.

The *yyy* part of the code is a counter that increments each time that the dump processor stores 4K of dump data.

The D1xx1yyy dump status codes below are the progress codes that might be displayed during the power-on self-test (POST), along with suggested actions to take if the system hangs on the progress code. Only when you experience a hang condition should you take any of the actions described for a progress code.

If the system hangs on a progress code, follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, you can stop performing the remaining actions. See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.

D1001XXX

Explanation: Dump error data

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1011XXX

Explanation: Dump dump header

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D101C00F

Explanation: No power off to allow debugging for CPU controls

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1021XXX

Explanation: Dump dump header directory

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1031XXX

Explanation: Dump dump header fips header

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1041XXX

Explanation: Dump dump header entry header

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1051XXX

Explanation: Dump core file for failing component

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1061XXX

Explanation: Dump all NVRAM

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1071XXX

Explanation: Dump component trace for failing component

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1081XXX

Explanation: Dump component data from /opt/p0

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1091XXX

Explanation: Dump /opt/p1/*

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1111XXX

Explanation: Dump /opt/p0/*

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1121XXX

Explanation: Dump /opt/p1/*

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1131XXX

Explanation: Dump all traces

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1141XXX

Explanation: Dump code version

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1151XXX

Explanation: Dump all /opt/p3 except rtbl

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1161XXX

Explanation: Dump pddcustomize -r command

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1171XXX

Explanation: Dump registry -l command

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1181XXX

Explanation: Dump all /core/core.* files

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1191XXX

Explanation: Dump BDMP component trace (after dump if enough space)

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D11A1XXX

Explanation: Dump any state information before dumping starts

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D11B1XXX

Explanation: Dump /proc filesystem

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D11C1XXX

Explanation: Dump mounted filesystem statistics

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D11D1XXX

Explanation: Dump environment

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1231XXX

Explanation: Dump update dump headers

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1241XXX

Explanation: Dump CRC1 calculation off

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1251XXX

Explanation: Dump CRC1 calculation on

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1261XXX

Explanation: Dump CRC2 calculation off

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1271XXX

Explanation: Dump CRC2 calculation on

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1281XXX

Explanation: Dump output the calculated CRC1 (dump headers)

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1291XXX

Explanation: Dump output the calculated CRC2 (data and data headers)

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D12A1XXX

Explanation: Jump to the position in dump directly after CRC1

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D12B1XXX

Explanation: Initialize the headers dump time and serial numbers

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D12C1XXX

Explanation: Display final SRC to panel

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D12D1XXX

Explanation: Remove /core/core.app.time.pid

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D12E1XXX

Explanation: Remove /core/core.*

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D12F1XXX

Explanation: Display beginning SRC to panel

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1301XXX

Explanation: Turn off error log capture into dump

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1311XXX

Explanation: Turn on error log capture into dump

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1321XXX

Explanation: Store information about existing core files

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1381XXX

Explanation: Invalidate the dump

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1391XXX

Explanation: Check for valid dump sequence

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D13A1XXX

Explanation: Get dump identity sequence

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D13B1XXX

Explanation: Get dump length sequence

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1FF1XXX

Explanation: Dump complete

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1XX3YYY

Explanation: Platform dump status codes are described in D1xx3y01 to D1xx3yF2 Service processor dump codes

Response:

D1xx3yzz service processor dump codes:

These D1xx3yzz service processor dump codes use the format: D1xx3yzz, where *xx* indicates the cage or node ID that the dump component is processing, *y* increments from 0 to F to indicate that the system is not hung, and *zz* indicates the command being processed.

The D1xx3yzz dump codes below are the progress codes that might be displayed during the power-on self-test (POST), along with suggested actions to take if the system hangs on the progress code. Only when you experience a hang condition should you take any of the actions described for a progress code.

If the system hangs on a progress code, follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, you can stop performing the remaining actions. See Chapter 7, "Parts listing for IBM Flex System p270 Compute Node," on page 95 to determine which components are CRUs and which components are FRUs.

D1XX3Y01

Explanation: Get SCOM

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1XX3Y02

Explanation: Get scan ring

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1XX3Y03

Explanation: Get array values

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1XX3Y04

Explanation: Stop the clocks

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1XX3Y05

Explanation: Flush the cache

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1XX3Y06

Explanation: Get CFAM

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1XX3Y07

Explanation: Put SCOM

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1XX3Y08

Explanation: Send command

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1XX3Y09

Explanation: Get optimized cache

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1XX3Y0A

Explanation: Get general purpose (GP) register

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1XX3Y0B

Explanation: Processor clean-up

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1XX3Y0C

Explanation: Get JTAG register

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1XX3Y0D

Explanation: Stop clocks without quiescing

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1XX3YF0

Explanation: Memory collection set-up

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1XX3YF1

Explanation: Memory collection DMA step

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1XX3YF2

Explanation: Memory collection cleanup

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1xx9yyy to D1xxCyyy service processor power-off checkpoints:

These D1xx service processor power-off status codes offer information about the status of the service processor during a power-off operation.

The D1xx power-off status codes below are the progress codes that might be displayed during the power-on self-test (POST), along with suggested actions to take if the system hangs on the progress code. Only when you experience a hang condition should you take any of the actions described for a progress code.

If the system hangs on a progress code, follow the suggested actions in the order in which they are listed until the problem is solved. If an action solves the problem, you can stop performing the remaining actions. See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.

D1XX900C

Explanation: Breakpoint set in CPU controls has been hit

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1XXB0FF

Explanation: Request to initiate power-off program has been sent

Response:

1. Go to Checkout procedure.
2. Replace the system-board, as described in Replacing the system-board and chassis assembly.

D1XXC000

Explanation: Indicates a message is ready to send to the hypervisor to power off

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1XXC001

Explanation: Waiting for the hypervisor to acknowledge the delayed power off notification

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1XXC002

Explanation: Waiting for the hypervisor to send the power off message

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

D1XXC003

Explanation: Hypervisor handshaking is complete

Response:

1. Go to Checkout procedure.
 2. Replace the system-board, as described in Replacing the system-board and chassis assembly.
-

Service request numbers (SRNs)

Service request numbers (SRNs) are error codes that the operating system generates. The codes have three or four digits, a hyphen, and three or four digits after the hyphen. SRNs can be viewed using the AIX diagnostics or the Linux service aid “diagela” if it is installed.

Note: The “diagela” service aid is part of the Linux service aids for hardware diagnostics. The service aids are separate from the operating system and are available for download from the Service and productivity tools for Linux systems site.

Using the SRN tables:

The service request number (SRN) list is in numerical sequence. The failing function codes (FFCs) are provided to aid in locating a failing component.

Procedure

1. Look up a service request number when you see an error code with a hyphen.

The SRN is in the first column of the SRN table in numerical order.

The SRN might have an associated FFC number. Possible FFC values for SRNs are displayed in the second column of the table. FFC numbers might be the first three digits of the SRN or the last three digits, or might not be in the SRN.

The third column describes the problem and an action to take to try to fix the problem. The description also includes how to find the FFC number for an SRN if one exists.

2. See “Failing function codes” on page 437 for a description of each FFC value.
3. If the SRN does not appear in the table, see “Solving undetermined problems” on page 484.
4. After replacing a component, verify the replacement part and perform a log-repair action using the AIX diagnostics.

101-711 through FFC-725 SRNs:

The AIX operating system might generate service request numbers (SRNs) from 101-711 to FFC-725.

Replace any parts in the order that the codes are listed.

101-711

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_711

101-712

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_712

101-713

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_713

101-714

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_714
-

101-715

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_715
-

101-716

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_716
-

101-717

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_717

101-718

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_718
-

101-719

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_719
-

101-720

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_720
-

101-721

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_721

101-722

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_722
-

101-723

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_723
-

101-724

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_724
-

101-725

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_725

101-726

Explanation: The system hung while trying to configure an unknown resource.

1. Run the stand-alone diagnostics problem determination procedure.
2. If the problem remains, refer to Failing function codes to find the FFC that matches the last three digits of the SRN.
3. Suspect the device adapter or device itself.

Response:

Failing Item:

- FFC_726
-

101-888

Explanation: The system does not IPL. Go to Performing the checkout procedure or undetermined problem procedure.

Response:

Failing Item:

- FFC_210
 - FFC_227
-

103-151

Explanation: The time-of-day battery failed.

1. Go to Removing the battery to start the battery replacement procedure.
2. Go to Installing the battery to complete the procedure.

Response:

Failing Item:

- FFC_151
-

109-200

Explanation: The system crashed while you running it.

1. Go to Performing the checkout procedure.
2. If the 8-digit error and location codes were NOT reported, run AIX diagnostics in problem determination procedure and record and report the 8-digit error and location codes for this SRN.

Response:

110-101

Explanation: The diagnostics did not detect an installed resource. If this SRN appeared when running concurrent diagnostics, then run concurrent diagnostics using the diag -a command.

Response:

110-921

Explanation: The system halted while diagnostics were executing.

Go to Performing the checkout procedure or problem resolution.

Note: xxx corresponds to the last three digits of the SRN.

Response:

Failing Item:

- FFC_812
 - FFC_XXX
-

110-922

Explanation: The system halted while diagnostics were executing.

Go to Performing the checkout procedure or problem resolution.

Note: xxx corresponds to the last three digits of the SRN.

Response:

Failing Item:

- FFC_812
 - FFC_XXX
-

110-923

Explanation: The system halted while diagnostics were executing.

Go to Performing the checkout procedure or problem resolution.

Note: xxx corresponds to the last three digits of the SRN.

Response:

Failing Item:

- FFC_812
- FFC_XXX

110-924

Explanation: The system halted while diagnostics were executing.

Go to Performing the checkout procedure or problem resolution.

Note: xxx corresponds to the last three digits of the SRN.

Response:

Failing Item:

- FFC_812
- FFC_XXX

110-925

Explanation: The system halted while diagnostics were executing.

Go to Performing the checkout procedure or problem resolution.

Note: xxx corresponds to the last three digits of the SRN.

Response:

Failing Item:

- FFC_812
- FFC_XXX

110-926

Explanation: The system halted while diagnostics were executing.

Go to Performing the checkout procedure or problem resolution.

Note: xxx corresponds to the last three digits of the SRN.

Response:

Failing Item:

- FFC_812
- FFC_XXX

110-935

Explanation: The system halted while diagnostics were executing. Use the problem determination procedure.

Response:

Failing Item:

- FFC_812

111-107

Explanation: A machine check occurred. Go to Performing the checkout procedure.

Response:

111-108

Explanation: An encoded SRN was displayed. Go to Performing the checkout procedure.

Response:

111-121

Explanation: There is a display problem. Go to Performing the checkout procedure.

Response:

111-78C

Explanation: PCI adapter I/O bus problem. Go to Performing the checkout procedure. Perform Solving undetermined problems.

Response:

Failing Item:

- FFC_227
-

111-999

Explanation: System does not perform a soft reset. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_210
-

650-XXX

Explanation: Disk drive configuration failed. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_650

651-199

Explanation: This is a test of the flow of a serviceable event from this system to management console. This is not a real problem.

Response:

Problem determination: Use the management console to list serviceable events and verify the serviceable event was sent to the HMC.

652-600

Explanation: A non-critical error has been detected: uncorrectable memory or unsupported memory. Schedule deferred maintenance. Examine the memory modules and determine if they are supported types. If the modules are supported, then replace the appropriate memory modules.

Response:

652-610

Explanation: A non-critical error has been detected: CPU internal error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_210
-

652-611

Explanation: A non-critical error has been detected: CPU internal cache or cache controller error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_210
-

652-612

Explanation: A non-critical error has been detected: external cache parity or multi-bit ECC error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_D01

652-613

Explanation: A non-critical error has been detected: external cache ECC single-bit error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_D01
-

652-623

Explanation: A non-critical error has been detected: correctable error threshold exceeded. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2C6
-

652-630

Explanation: A non-critical error has been detected: I/O expansion bus parity error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_307
-

652-631

Explanation: A non-critical error has been detected: I/O expansion bus time-out error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_307
-

652-632

Explanation: A non-critical error has been detected: I/O expansion bus connection failure. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_307

652-633

Explanation: A non-critical error has been detected: I/O expansion unit not in an operating state. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_307
-

652-634

Explanation: A non-critical error has been detected: internal device error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_307
-

652-664

Explanation: A non-critical error has been detected: correctable error threshold exceeded. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_302
-

652-665

Explanation: A non-critical error has been detected: correctable error threshold exceeded. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_303
-

652-666

Explanation: A non-critical error has been detected: correctable error threshold exceeded. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_304

652-669

Explanation: A non-critical error has been detected: correctable error threshold exceeded. Schedule deferred G maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2CD
-

652-66A

Explanation: A non-critical error has been detected: correctable error threshold exceeded. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2CE
-

652-66B

Explanation: A non-critical error has been detected: correctable error threshold exceeded. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2CC
-

652-731

Explanation: A non-critical error has been detected: intermediate or system bus address parity error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2C8
-

652-732

Explanation: A non-critical error has been detected: intermediate or system bus data parity error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2C8

652-733

Explanation: A non-critical error has been detected: intermediate or system bus address parity error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2C8
- FFC_292

652-734

Explanation: A non-critical error has been detected: intermediate or system bus data parity error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2C8
- FFC_292

652-735

Explanation: A non-critical error has been detected: intermediate or system bus time-out error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2D2
- FFC_292

652-736

Explanation: A non-critical error has been detected: intermediate or system bus time-out error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2D2
- FFC_292

652-770

Explanation: A non-critical error has been detected: intermediate system bus address parity error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2C8
- FFC_292

652-771

Explanation: A non-critical error has been detected: intermediate or system bus data parity error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2C8
- FFC_292

652-772

Explanation: A non-critical error has been detected: intermediate or system bus time-out error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2D2
- FFC_292

652-773

Explanation: A non-critical error has been detected: intermediate or system bus data parity error. Schedule deferred maintenance. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_227

652-88X

Explanation: The CEC or SPCN reported a non-critical error.

1. Schedule deferred maintenance.
2. Refer to the entry MAP in this system unit system service guide, with the 8-digit error and location codes, for the necessary repair action.
3. If the 8-digit error and location codes were NOT reported, then run diagnostics in problem determination mode and record and report the 8-digit error and location codes for this SRN.

Response:

652-89X

Explanation: The CEC or SPCN reported a non-critical error.

1. Schedule deferred maintenance.
2. Refer to the entry MAP in this system unit system service guide, with the 8-digit error and location codes, for the necessary repair action.
3. If the 8-digit error and location codes were NOT reported, then run diagnostics in problem determination mode and record and report the 8-digit error and location codes for this SRN.

Response:

814-112

Explanation: The NVRAM test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_814
-

814-113

Explanation: The VPD test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_221
-

814-114

Explanation: I/O Card NVRAM test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_814
-

815-100

Explanation: The floating-point processor test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_815

815-101

Explanation: Floating point processor failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_815
-

815-102

Explanation: Floating point processor failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_815
-

815-200

Explanation: Power-on self-test indicates a processor failure. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_815
 - FFC_7C0
-

815-201

Explanation: Processor has a status of failed. Processors with a failed status are deconfigured and therefore cannot be tested or used by the system. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_815
-

817-123

Explanation: The I/O planar time-of-day clock test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_817

817-124

Explanation: Time of day RAM test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_817

817-210

Explanation: The time-of-day clock is at POR. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_817

817-211

Explanation: Time of day POR test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_817

817-212

Explanation: The battery is low. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_151

817-213

Explanation: The real-time clock is not running. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_817

817-215

Explanation: Time of day clock not running test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_817

817-217

Explanation: Time of day clock not running. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_817
-

887-101

Explanation: POS register test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-102

Explanation: 887I/O register test failed. Go to Performing the checkout procedure.

Response:

887-103

Explanation: Local RAM test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-104

Explanation: Vital Product Data (VPD) failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-105

Explanation: LAN coprocessor internal tests failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887

887-106

Explanation: Internal loopback test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-107

Explanation: External loopback test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-108

Explanation: External loopback test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-109

Explanation: External loopback parity tests failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-110

Explanation: External loopback fairness test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-111

Explanation: External loopback fairness and parity tests failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887

887-112

Explanation: External loopback (twisted pair) test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887

887-113

Explanation: External loopback (twisted pair) parity test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887

887-114

Explanation: Ethernet loopback (twisted pair) fairness test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887

887-115

Explanation: External loopback (twisted pair) fairness and parity tests failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887

887-116

Explanation: Twisted pair wrap data failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887

887-117

Explanation: Software device configuration fails. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-118

Explanation: Device driver indicates a hardware problem. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-120

Explanation: Device driver indicates a hardware problem. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-121

Explanation: Ethernet transceiver test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_B08
-

887-122

Explanation: Ethernet 10 base-2 transceiver test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_B09
-

887-123

Explanation: Internal loopback test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887

887-124

Explanation: Software error log indicates a hardware problem. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-125

Explanation: Fuse test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-202

Explanation: Vital Product Data test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-203

Explanation: Vital Product Data test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-209

Explanation: RJ-45 converter test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-304

Explanation: Coprocessor internal test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887

887-305

Explanation: Internal loopback test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-306

Explanation: Internal loopback test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-307

Explanation: External loopback test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-319

Explanation: Software device driver indicates a hardware failure. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-400

Explanation: Fuse test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-401

Explanation: Circuit breaker for Ethernet test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887

887-402

Explanation: Ethernet 10 Base-2 transceiver test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-403

Explanation: Ethernet 10 Base-T transceiver test failed. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

887-405

Explanation: Ethernet- network Rerun diagnostics in advanced mode for accurate problem determination. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_887
-

101-2020

Explanation: The system hung while trying to configure the InfiniBand Communication Manager. This problem may be attributed to software. Report this problem to the AIX Support Center.

Response:

101-2021

Explanation: The system hung while trying to configure the InfiniBand TCP/IP Interface. This problem may be attributed to software. Report this problem to the AIX Support Center.

Response:

101-XXXX

Explanation: The system hung while configuring a resource. The last three or four digits after the dash (-) identify the failing function code for the resource being configured. Go to undetermined problem procedure.

Response:

Failing Item:

- FFC_XXXX

110-XXXX

Explanation: The system halted while diagnostics were executing.

Note: xxxx corresponds to the last three or four digits of the SRN following the dash (-).

1. If your 110 SRN is not listed, substitute the last three or four digits of the SRN for xxxx and go to Failing function codes to identify the failing feature.
2. Run stand-alone diagnostics and the problem determination procedure for your operating system.

Response:

Failing Item:

- FFC_XXXX
- FFC_221

252B-101

Explanation: Adapter configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B

252B-710

Explanation: Permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B

252B-711

Explanation: Adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B

252B-712

Explanation: Adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B
-

252B-713

Explanation: Adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B
-

252B-714

Explanation: Temporary adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B
-

252B-715

Explanation: Temporary adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B

252B-716

Explanation: PCI bus error detected by EEH.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B
 - FFC_293
-

252B-717

Explanation: PCI bus error detected by adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B
 - FFC_293
-

252B-718

Explanation: Temporary PCI bus error detected by adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B
- FFC_293

252B-719

Explanation: Device bus termination power lost or not detected.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B
-

252B-720

Explanation: Adapter detected device bus failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B
-

252B-721

Explanation: Temporary adapter detected device bus failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B
-

252B-722

Explanation: Device bus interface problem.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B

252B-723

Explanation: Device bus interface problem.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_252B
-

254E-201

Explanation: Adapter configuration error. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_254E
 - FFC_221
-

254E-601

Explanation: Error log analysis indicates adapter failure. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_254
-

254E-602

Explanation: Error log analysis indicates an error attention condition. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_254
-

254E-603

Explanation: Error log analysis indicates that the microcode could not be loaded on the adapter. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_254

254E-604

Explanation: Error log analysis indicates a permanent adapter failure. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_254
-

254E-605

Explanation: Error log analysis indicates permanent adapter failure is reported on the other port of this adapter. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_254
-

254E-606

Explanation: Error log analysis indicates adapter failure. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_254
-

254E-701

Explanation: Error log analysis indicates permanent adapter failure. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_254E
 - FFC_221
-

254E-702

Explanation: Error log analysis indicates permanent adapter failure is reported on the other port of this adapter. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_254E
- FFC_221

2567-XXX

Explanation: USB integrated system-board and chassis assembly. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2567
-

256D-201

Explanation: Adapter configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_256D
 - FFC_221
-

256D-601

Explanation: Error log analysis indicates adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_256D
-

256D-602

Explanation: Error log analysis indicates an error attention condition.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_256D

256D-603

Explanation: Error Log Analysis indicates that the microcode could not be loaded on the adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_256D
-

256D-604

Explanation: Error Log Analysis indicates a permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_256D
 - FFC_210
-

256D-605

Explanation: Error Log Analysis indicates permanent adapter failure is reported on the other port of this adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_256D
-

256D-606

Explanation: Error Log Analysis indicates adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_256D

256D-701

Explanation: Error Log Analysis indicates permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_256D
 - FFC_221
-

256D-702

Explanation: Error Log Analysis indicates permanent adapter failure is reported on the other port of this adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_256D
 - FFC_221
-

25C4-201

Explanation: Configuration error. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_25C4
-

25C4-601

Explanation: Download firmware error. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_25C4

25C4-602

Explanation: EEPROM read error. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_25C4

25C4-701

Explanation: Permanent adapter failure. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_25C4

25C4-XXX

Explanation: Generic reference for Broadcom adapter. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_25C4

2604-102

Explanation: Reset Test failure for the Fibre Channel adapter card. Replace the 4Gb Fibre Channel Adapter card.

Response:

Failing Item:

- FFC_2604

2604-103

Explanation: Register Test failure for the Fibre Channel adapter card. Replace the 4Gb Fibre Channel Adapter card.

Response:

Failing Item:

- FFC_2604

2604-104

Explanation: SRAM Test failure for the Fibre Channel adapter card. Replace the 4Gb Fibre Channel Adapter card.

Response:

Failing Item:

- FFC_2604

2604-105

Explanation: Internal Wrap Test failure for the Fibre Channel adapter card. Replace the 4Gb Fibre Channel Adapter card.

Response:

Failing Item:

- FFC_2604

2604-106

Explanation: Gigabit Link Module (GLM) Wrap Test failure for the Fibre Channel adapter card. Replace the 4Gb Fibre Channel Adapter card.

Response:

Failing Item:

- FFC_2604

2604-108

Explanation: Enhanced Error Handling Failure on the bus for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2604
- FFC_221

2604-110

Explanation: Enhanced Error Handling Failure on the Fibre Channel adapter card. Replace the 4Gb Fibre Channel Adapter card.

Response:

Failing Item:

- FFC_2604

2604-201

Explanation: Configuration Register Test Failure for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2604
- FFC_221

2604-203

Explanation: PCI Wrap Test Failure for the Fibre Channel adapter card. Replace the 4Gb Fibre Channel Adapter card.

Response:

Failing Item:

- FFC_2604
-

2604-204

Explanation: DMA Test Failure for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2604
 - FFC_221
-

2604-205

Explanation: Error on Read/Write Operation for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2604
 - FFC_221
-

2604-701

Explanation: Error Log Analysis indicates that the adapter self-test failed for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2604
-

2604-703

Explanation: Error Log Analysis indicates that an unknown adapter error has occurred for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2604

2604-704

Explanation: Error Log Analysis indicates that an adapter error has occurred for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2604

2604-705

Explanation: Error Log Analysis indicates that a parity error has been detected for the Fibre Channel adapter card. The adapter must be replaced immediately. Failure to do so could result in data being read or written incorrectly.

Response:

Failing Item:

- FFC_2604

2604-706

Explanation: Error Log Analysis indicates that a fatal hardware error has occurred for the Fibre Channel adapter card.

This adapter was successfully taken off-line. It will remain off-line until reconfigured or the system is rebooted. This adapter must be replaced and not brought back on-line. Failure to adhere to this action could result in data being read or written incorrectly or in the loss of data.

Response:

Failing Item:

- FFC_2604

2604-XXX

Explanation: Generic reference for 4Gb Fibre Channel Adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2604

2607-102

Explanation: Reset Test failure for the Fibre Channel adapter card. Replace the 8Gb PCIe Fibre Channel Expansion Card.

Response:

Failing Item:

- FFC_2607

2607-103

Explanation: Register Test failure for the Fibre Channel adapter card. Replace the 8Gb PCIe Fibre Channel Expansion Card.

Response:

Failing Item:

- FFC_2607

2607-104

Explanation: SRAM Test failure for the Fibre Channel adapter card. Replace the 8Gb PCIe Fibre Channel Expansion Card.

Response:

Failing Item:

- FFC_2607

2607-105

Explanation: Internal Wrap Test failure for the Fibre Channel adapter card. Replace the 8Gb PCIe Fibre Channel Expansion Card.

Response:

Failing Item:

- FFC_2607

2607-106

Explanation: Gigabit Link Module (GLM) Wrap Test failure for the Fibre Channel adapter card. Replace the 8Gb PCIe Fibre Channel Expansion Card.

Response:

Failing Item:

- FFC_2607

2607-108

Explanation: Enhanced Error Handling Failure on the bus for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2607
- FFC_221

2607-110

Explanation: Enhanced Error Handling Failure on the Fibre Channel adapter card. Replace the 8Gb PCIe Fibre Channel Expansion Card.

Response:

Failing Item:

- FFC_2607

2607-201

Explanation: Configuration Register Test Failure for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2607
- FFC_221

2607-203

Explanation: PCI Wrap Test Failure for the Fibre Channel adapter card. Replace the 8Gb PCIe Fibre Channel Expansion Card.

Response:

Failing Item:

- FFC_2607

2607-204

Explanation: DMA Test Failure for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2607
- FFC_221

2607-205

Explanation: Error on Read/Write Operation for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2607
- FFC_221

2607-701

Explanation: Error Log Analysis indicates that the adapter self-test failed for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2607
-

2607-703

Explanation: Error Log Analysis indicates that an unknown adapter error has occurred for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2607
-

2607-704

Explanation: Error Log Analysis indicates that an adapter error has occurred for the Fibre Channel adapter card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2607
-

2607-705

Explanation: Error Log Analysis indicates that a parity error has been detected for the Fibre Channel adapter card. The adapter must be replaced immediately. Failure to do so could result in data being read or written incorrectly.

Response:

Failing Item:

- FFC_2607
-

2607-706

Explanation: Error Log Analysis indicates that a fatal hardware error has occurred for the Fibre Channel adapter card.

This adapter was successfully taken off-line. It will remain off-line until reconfigured or the system is rebooted. This adapter must be replaced and not brought back on-line. Failure to adhere to this action could result in data being read or written incorrectly or in the loss of data.

Response:

Failing Item:

- FFC_2607

2607-XXX

Explanation: Generic reference for 8Gb PCIe Fibre Channel Expansion Card. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2607

2624-101

Explanation: Configuration failure. Replace the 4X PCI-E DDR InfiniBand Host Channel Adapter.

Response:

Failing Item:

- FFC_2624

2624-102

Explanation: Queue pair create failure. Replace the 4X PCI-E DDR InfiniBand Host Channel Adapter.

Response:

Failing Item:

- FFC_2624

2624-103

Explanation: Loop back test failure. Replace the 4X PCI-E DDR InfiniBand Host Channel Adapter.

Response:

Failing Item:

- FFC_2624

2624-201

Explanation: Loop back test failure. Do the following steps one at a time, in order, and rerun the test after each step:

1. Reseat the cable.
2. Replace the cable.
3. Verify that the network is functional.
4. Verify that the network switch is functional.

Response:

Failing Item:

- CABLE
- NETWORK

2624-301

Explanation: Loop back test failure. Do the following steps one at a time, in order, and rerun the test after each step:

1. Reseat the cable.
2. Replace the cable.
3. Verify that the network is functional.
4. Verify that the network switch is functional.
5. Go to Performing the checkout procedure.

Response:

Failing Item:

- CABLE
 - NETWORK
 - FFC_2624
-

2624-701

Explanation: Error Log Analysis indicates that this adapter has failed due to an internal error. Replace the 4X PCI-E DDR InfiniBand Host Channel Adapter.

Response:

Failing Item:

- FFC_2624
-

2624-702

Explanation: Error Log Analysis indicates that this adapter has failed due to a failure with the uplink interface used to connect this device to the host processor. Replace the 4X PCI-E DDR InfiniBand Host Channel Adapter.

Response:

Failing Item:

- FFC_2624
-

2624-703

Explanation: Error Log Analysis indicates that this adapter has failed due to a memory error. Replace the 4X PCI-E DDR InfiniBand Host Channel Adapter.

Response:

Failing Item:

- FFC_2624

2624-704

Explanation: Error Log Analysis indicates that this adapter has failed due to a unrecoverable internal parity error. Replace the 4X PCI-E DDR InfiniBand Host Channel Adapter.

Response:

Failing Item:

- FFC_2624

2624-705

Explanation: Error Log Analysis indicates that this adapter has failed due to a internal error. Replace the 4X PCI-E DDR InfiniBand Host Channel Adapter.

Response:

Failing Item:

- FFC_2624

2624-706

Explanation: Error Log Analysis indicates that this adapter has failed due to a memory error. Replace the 4X PCI-E DDR InfiniBand Host Channel Adapter.

Response:

Failing Item:

- FFC_2624

2624-XXX

Explanation: Generic reference for 4X PCI-E DDR InfiniBand Host Channel Adapter. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2624

2625-101

Explanation: Configuration failure. Replace the 2-port QDR 40 GB/S InfiniBand expansion card (CFFh).

Response:

Failing Item:

- FFC_2625

2625-102

Explanation: Queue pair create failure. Replace the 2-port QDR 40 GB/S InfiniBand expansion card (CFFh).

Response:

Failing Item:

- FFC_2625
-

2625-103

Explanation: Loop back test failure. Replace the 2-port QDR 40 GB/S InfiniBand expansion card (CFFh).

Response:

Failing Item:

- FFC_2625
-

2625-201

Explanation: Loop back test failure. Do the following steps one at a time, in order, and rerun the test after each step:

1. Reseat the cable.
2. Replace the cable.
3. Verify that the network is functional.
4. Verify that the network switch is functional.

Response:

Failing Item:

- CABLE
 - NETWORK
-

2625-301

Explanation: Loop back test failure. Do the following steps one at a time, in order, and rerun the test after each step:

1. Reseat the cable.
2. Replace the cable.
3. Verify that the network is functional.
4. Verify that the network switch is functional.
5. Go to Performing the checkout procedure.

Response:

Failing Item:

- CABLE
- NETWORK
- FFC_2625

2625-701

Explanation: Error Log Analysis indicates that this adapter has failed due to an internal error. Replace the 2-port QDR 40 GB/S InfiniBand expansion card (CFFh).

Response:

Failing Item:

- FFC_2625

2625-702

Explanation: Error Log Analysis indicates that this adapter has failed due to a failure with the uplink interface used to connect this device to the host processor. Replace the 2-port QDR 40 GB/S InfiniBand expansion card (CFFh).

Response:

Failing Item:

- FFC_2625

2625-703

Explanation: Error Log Analysis indicates that this adapter has failed due to a memory error. Replace the 2-port QDR 40 GB/S InfiniBand expansion card (CFFh).

Response:

Failing Item:

- FFC_2625

2625-704

Explanation: Error Log Analysis indicates that this adapter has failed due to a unrecoverable internal parity error. Replace the 2-port QDR 40 GB/S InfiniBand expansion card (CFFh).

Response:

Failing Item:

- FFC_2625

2625-705

Explanation: Error Log Analysis indicates that this adapter has failed due to a internal error. Replace the 2-port QDR 40 GB/S InfiniBand expansion card (CFFh).

Response:

Failing Item:

- FFC_2625

2625-706

Explanation: Error Log Analysis indicates that this adapter has failed due to a memory error. Replace the 2-port QDR 40 GB/S InfiniBand expansion card (CFFh).

Response:

Failing Item:

- FFC_2625
-

2625-XXX

Explanation: Generic reference for 2-port QDR 40 GB/S InfiniBand expansion card (CFFh). Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2625
-

2627-101

Explanation: Configuration failure. Replace the IBM Flex System IB6132 QDR InfiniBand Adapter.

Response:

Failing Item:

- FFC_2627
-

2627-102

Explanation: Queue pair create failure. Replace the IBM Flex System IB6132 QDR InfiniBand Adapter.

Response:

Failing Item:

- FFC_2627
-

2627-103

Explanation: Loop back test failure. Replace the IBM Flex System IB6132 QDR InfiniBand Adapter.

Response:

Failing Item:

- FFC_2627

2627-201

Explanation: Loop back test failure. Do the following steps one at a time, in order, and rerun the test after each step:

1. Reseat the cable.
2. Replace the cable.
3. Verify that the network is functional.
4. Verify that the network switch is functional.

Response:

Failing Item:

- CABLE
- NETWORK

2627-301

Explanation: Loop back test failure. Do the following steps one at a time, in order, and rerun the test after each step:

1. Reseat the cable.
2. Replace the cable.
3. Verify that the network is functional.
4. Verify that the network switch is functional.
5. Go to Performing the checkout procedure.

Response:

Failing Item:

- CABLE
- NETWORK
- FFC_2627

2627-701

Explanation: Error Log Analysis indicates that this adapter has failed due to an internal error. Replace the IBM Flex System IB6132 QDR InfiniBand Adapter.

Response:

Failing Item:

- FFC_2627

2627-702

Explanation: Error Log Analysis indicates that this adapter has failed due to a failure with the uplink interface used to connect this device to the host processor. Replace the IBM Flex System IB6132 QDR InfiniBand Adapter.

Response:

Failing Item:

- FFC_2627

2627-703

Explanation: Error Log Analysis indicates that this adapter has failed due to a memory error. Replace the IBM Flex System IB6132 QDR InfiniBand Adapter.

Response:

Failing Item:

- FFC_2627
-

2627-704

Explanation: Error Log Analysis indicates that this adapter has failed due to a unrecoverable internal parity error. Replace the IBM Flex System IB6132 QDR InfiniBand Adapter.

Response:

Failing Item:

- FFC_2627
-

2627-705

Explanation: Error Log Analysis indicates that this adapter has failed due to a internal error. Replace the IBM Flex System IB6132 QDR InfiniBand Adapter.

Response:

Failing Item:

- FFC_2627
-

2627-706

Explanation: Error Log Analysis indicates that this adapter has failed due to a memory error. Replace the IBM Flex System IB6132 QDR InfiniBand Adapter.

Response:

Failing Item:

- FFC_2627
-

2640-121

Explanation: Physical volume hardware error. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2640

2640-131

Explanation: Smart status threshold exceeded. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2640
-

2640-132

Explanation: Command timeouts threshold exceeded. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2640
-

2640-133

Explanation: Command timeout with error condition. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2640
-

2640-134

Explanation: Hardware command or DMA failure. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2640
-

2640-136

Explanation: Timeout waiting for controller or drive with no busy status. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2640
 - FFC_2631
-

268B-102

Explanation: An unrecoverable media error occurred. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B

268B-104

Explanation: The motor failed to restart. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B

268B-105

Explanation: The drive did not become ready. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B

268B-106

Explanation: The electronics card test failed. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B

268B-108

Explanation: The bus test failed. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B

268B-110

Explanation: The media format is corrupted. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B

268B-112

Explanation: The diagnostic test failed. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B
-

268B-114

Explanation: An unrecoverable hardware error. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B
-

268B-116

Explanation: A protocol error.

1. Make sure that the firmware of the FRUs shown and the parent adapter, are compatible with the diagnostic and application software levels.
2. If you do not find a problem, call your operating-system support person.

Response:

Failing Item:

- FFC_268B
-

268B-117

Explanation: A write-protect error occurred. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B
-

268B-118

Explanation: A SCSI command time-out occurred. Replace the 300 GB SFF SAS Hard Disk Drive. Run diagnostics again on the drive. If the error repeats, replace the 2nd FRU identified by diagnostics.

Response:

Failing Item:

- FFC_268B
- FFC_B88

268B-120

Explanation: A SCSI busy or command error. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B

268B-122

Explanation: A SCSI reservation conflict error. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B

268B-124

Explanation: A SCSI check condition error occurred. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B

268B-126

Explanation: A software error was caused by a hardware failure. Replace the 300 GB SFF SAS Hard Disk Drive. Run diagnostics again on the drive. If the error repeats, replace the 2nd FRU identified by diagnostics.

Response:

Failing Item:

- FFC_268B
- FFC_B88

268B-128

Explanation: The error log analysis indicates a hardware failure. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
- FFC_268B

268B-129

Explanation: Error log analysis indicates a SCSI bus problem. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
 - FFC_268B
-

268B-130

Explanation: Error log analysis indicates a problem reported by the disk drive's self-monitoring function. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B
-

268B-132

Explanation: A disk drive hardware error occurred. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B
-

268B-134

Explanation: The adapter failed to configure. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
 - SOFTWARE
-

268B-135

Explanation: The device failed to configure. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_268B
- FFC_B88
- SOFTWARE

268B-136

Explanation: The certify operation failed. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B
-

268B-137

Explanation: Unit attention condition has occurred on the Send Diagnostic command. Replace the 300 GB SFF SAS Hard Disk Drive. Run diagnostics again on the drive. If the error repeats, replace the 2nd FRU identified by diagnostics.

Response:

Failing Item:

- FFC_268B
 - FFC_B88
-

268B-138

Explanation: Error log analysis indicates that the disk drive is operating at a higher than recommended temperature.

1. Make sure that:
 - The ventilation holes in the blade server bezel are not blocked.
 - The Management Module event log is not reporting any system environmental warnings.
2. If the problem remains, call IBM support.

Response:

Failing Item:

- FFC_268B
-

268B-140

Explanation: Error log analysis indicates poor signal quality. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
- FFC_268B

268B-640

Explanation: Error log analysis indicates a path error. Replace the 300 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_268B

26B4-102

Explanation: An unrecoverable media error occurred. Replace the 200 GB SATA Solid State Drive.

Response:

Failing Item:

- FFC_26B4

26B4-104

Explanation: The motor failed to restart. Replace the 200 GB SATA Solid State Drive.

Response:

Failing Item:

- FFC_26B4

26B4-105

Explanation: The drive did not become ready. Replace the 200 GB SATA Solid State Drive.

Response:

Failing Item:

- FFC_26B4

26B4-106

Explanation: The electronics card test failed. Replace the 200 GB SATA Solid State Drive.

Response:

Failing Item:

- FFC_26B4

26B4-108

Explanation: The bus test failed. Replace the 200 GB SATA Solid State Drive.

Response:

Failing Item:

- FFC_26B4

26B4-110

Explanation: The media format is corrupted. Replace the 200 GB SATA Solid State Drive.

Response:

Failing Item:

- FFC_26B4
-

26B4-112

Explanation: The diagnostic test failed. Replace the 200 GB SATA Solid State Drive.

Response:

Failing Item:

- FFC_26B4
-

26B4-114

Explanation: An unrecoverable hardware error. Replace the 200 GB SATA Solid State Drive.

Response:

Failing Item:

- FFC_26B4
-

26B4-116

Explanation: A protocol error.

1. Make sure that the firmware of the FRUs shown and the parent adapter, are compatible with the diagnostic and application software levels.
2. If you do not find a problem, call your operating-system support person.

Response:

Failing Item:

- FFC_26B4
 - FFC_26BD
-

26B4-117

Explanation: A write-protect error occurred. Replace the 200 GB SATA Solid State Drive.

Response:

Failing Item:

- FFC_26B4

26B4-118

Explanation: A SCSI command time-out occurred. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_26B4
- FFC_26BD
- FFC_B88

26B4-120

Explanation: A SCSI busy or command error. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_26B4
- FFC_26BD

26B4-122

Explanation: A SCSI reservation conflict error. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_26B4
- FFC_26BD

26B4-124

Explanation: A SCSI check condition error occurred. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_26B4
- FFC_26BD

26B4-126

Explanation: A software error was caused by a hardware failure. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:**Failing Item:**

- FFC_26B4
 - FFC_26BD
 - FFC_B88
-

26B4-128

Explanation: The error log analysis indicates a hardware failure. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:**Failing Item:**

- FFC_26BD
 - FFC_B88
 - FFC_26B4
-

26B4-129

Explanation: Error log analysis indicates a SCSI bus problem. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:**Failing Item:**

- FFC_26BD
 - FFC_B88
 - FFC_26B4
-

26B4-130

Explanation: Error log analysis indicates a problem reported by the disk drive's self-monitoring function. Replace the 200 GB SATA Solid State Drive.

Response:**Failing Item:**

- FFC_26B4

26B4-132

Explanation: A disk drive hardware error occurred. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_26B4
- FFC_26BD

26B4-134

Explanation: The adapter failed to configure. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
- SOFTWARE

26B4-135

Explanation: The device failed to configure. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- SOFTWARE
- FFC_26B4
- FFC_26BD
- FFC_B88

26B4-136

Explanation: The certify operation failed. Replace the 200 GB SATA Solid State Drive.

Response:

Failing Item:

- FFC_26B4

26B4-137

Explanation: Unit attention condition has occurred on the Send Diagnostic command. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_26B4
 - FFC_26BD
 - FFC_B88
-

26B4-138

Explanation: Error log analysis indicates that the disk drive is operating at a higher than recommended temperature.

1. Make sure that:
 - The ventilation holes in the blade server bezel are not blocked.
 - The Management Module event log is not reporting any system environmental warnings.
2. If the problem remains, call IBM support.

Response:

26B4-140

Explanation: Error log analysis indicates poor signal quality. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_26BD
 - FFC_B88
 - FFC_26B4
-

26B4-640

Explanation: Error log analysis indicates a path error. Replace the SAS to SATA Interposer Card. If the problem persists, replace the 200 GB SATA Solid State Drive.

Response:

Failing Item:

- FFC_26B4
- FFC_26BD

26D2-102

Explanation: An unrecoverable media error occurred. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-104

Explanation: The motor failed to restart. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-105

Explanation: The drive did not become ready. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-106

Explanation: The electronics card test failed. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-108

Explanation: The bus test failed. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-110

Explanation: The media format is corrupted. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2

26D2-112

Explanation: The diagnostic test failed. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-114

Explanation: An unrecoverable hardware error. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-116

Explanation: A protocol error.

1. Make sure that the firmware of the FRUs shown and the parent adapter, are compatible with the diagnostic and application software levels.
2. If you do not find a problem, call your operating-system support person.

Response:

Failing Item:

- FFC_26D2
-

26D2-117

Explanation: A write-protect error occurred. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-118

Explanation: A SCSI command time-out occurred. Replace the 600 GB SFF SAS Hard Disk Drive. Run diagnostics again on the drive. If the error repeats, replace the 2nd FRU identified by diagnostics.

Response:

Failing Item:

- FFC_26D2
- FFC_B88

26D2-120

Explanation: A SCSI busy or command error. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-122

Explanation: A SCSI reservation conflict error. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-124

Explanation: A SCSI check condition error occurred. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-126

Explanation: A software error was caused by a hardware failure. Replace the 600 GB SFF SAS Hard Disk Drive. Run diagnostics again on the drive. If the error repeats, replace the 2nd FRU identified by diagnostics.

Response:

Failing Item:

- FFC_26D2
 - FFC_B88
-

26D2-128

Explanation: The error log analysis indicates a hardware failure. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
- FFC_26D2

26D2-129

Explanation: Error log analysis indicates a SCSI bus problem. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
 - FFC_26D2
-

26D2-130

Explanation: Error log analysis indicates a problem reported by the disk drive's self-monitoring function. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-132

Explanation: A disk drive hardware error occurred. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-134

Explanation: The adapter failed to configure. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
 - SOFTWARE
-

26D2-135

Explanation: The device failed to configure. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_26D2
- FFC_B88
- SOFTWARE

26D2-136

Explanation: The certify operation failed. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2
-

26D2-137

Explanation: Unit attention condition has occurred on the Send Diagnostic command. Replace the 600 GB SFF SAS Hard Disk Drive. Run diagnostics again on the drive. If the error repeats, replace the 2nd FRU identified by diagnostics.

Response:

Failing Item:

- FFC_26D2
 - FFC_B88
-

26D2-138

Explanation: Error log analysis indicates that the disk drive is operating at a higher than recommended temperature.

1. Make sure that:

- The ventilation holes in the blade server bezel are not blocked.
- The Management Module event log is not reporting any system environmental warnings.

2. If the problem remains, call IBM support.

Response:

Failing Item:

- FFC_26D2
-

26D2-140

Explanation: Error log analysis indicates poor signal quality. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
- FFC_26D2

26D2-640

Explanation: Error log analysis indicates a path error. Replace the 600 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D2

26D7-102

Explanation: An unrecoverable media error occurred. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-104

Explanation: The motor failed to restart. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-105

Explanation: The drive did not become ready. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-106

Explanation: The electronics card test failed. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-108

Explanation: The bus test failed. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-110

Explanation: The media format is corrupted. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7
-

26D7-112

Explanation: The diagnostic test failed. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7
-

26D7-114

Explanation: An unrecoverable hardware error. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7
-

26D7-116

Explanation: A protocol error.

1. Make sure that the firmware of the FRUs shown and the parent adapter, are compatible with the diagnostic and application software levels.
2. If you do not find a problem, call your operating-system support person.

Response:

Failing Item:

- FFC_26D7
-

26D7-117

Explanation: A write-protect error occurred. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-118

Explanation: A SCSI command time-out occurred. Replace the 900 GB SFF SAS Hard Disk Drive. Run diagnostics again on the drive. If the error repeats, replace the 2nd FRU identified by diagnostics.

Response:

Failing Item:

- FFC_26D7
- FFC_B88

26D7-120

Explanation: A SCSI busy or command error. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-122

Explanation: A SCSI reservation conflict error. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-124

Explanation: A SCSI check condition error occurred. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-126

Explanation: A software error was caused by a hardware failure. Replace the 900 GB SFF SAS Hard Disk Drive. Run diagnostics again on the drive. If the error repeats, replace the 2nd FRU identified by diagnostics.

Response:

Failing Item:

- FFC_26D7
- FFC_B88

26D7-128

Explanation: The error log analysis indicates a hardware failure. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
- FFC_26D7

26D7-129

Explanation: Error log analysis indicates a SCSI bus problem. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
- FFC_26D7

26D7-130

Explanation: Error log analysis indicates a problem reported by the disk drive's self-monitoring function. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-132

Explanation: A disk drive hardware error occurred. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-134

Explanation: The adapter failed to configure. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
- SOFTWARE

26D7-135

Explanation: The device failed to configure. Replace each part reported by the diagnostic program one at a time. Retry the diagnostic test after each part is replaced. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_26D7
- FFC_B88
- SOFTWARE

26D7-136

Explanation: The certify operation failed. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

26D7-137

Explanation: Unit attention condition has occurred on the Send Diagnostic command. Replace the 900 GB SFF SAS Hard Disk Drive. Run diagnostics again on the drive. If the error repeats, replace the 2nd FRU identified by diagnostics.

Response:

Failing Item:

- FFC_26D7
- FFC_B88

26D7-138

Explanation: Error log analysis indicates that the disk drive is operating at a higher than recommended temperature.

1. Make sure that:
 - The ventilation holes in the blade server bezel are not blocked.
 - The Management Module event log is not reporting any system environmental warnings.
2. If the problem remains, call IBM support.

Response:

Failing Item:

- FFC_26D7

26D7-140

Explanation: Error log analysis indicates poor signal quality. Replace each part reported by the diagnostic program one at a time. Run the diagnostic program in problem determination mode on each part reported in the original SRN. If the problem persists, replace the next part in the list.

Response:

Failing Item:

- FFC_B88
- FFC_26D7

26D7-640

Explanation: Error log analysis indicates a path error. Replace the 900 GB SFF SAS Hard Disk Drive.

Response:

Failing Item:

- FFC_26D7

2710-101

Explanation: Error Log Analysis indicates adapter function failure. Replace the Integrated USB Controller.

Response:

Failing Item:

- FFC_2710

2710-601

Explanation: Error Log Analysis indicates adapter function failure. Replace the Integrated USB Controller.

Response:

Failing Item:

- FFC_2710

2750-201

Explanation: Adapter configuration error Replace the PCIe2 16Gb 2-port FC Mezzanine Adapter If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2750
- FFC_221

2750-601

Explanation: Adapter taken off-line. Replace the PCIe2 16Gb 2-port FC Mezzanine Adapter

Response:

Failing Item:

- FFC_2750
-

2750-602

Explanation: Adapter parity error Replace the PCIe2 16Gb 2-port FC Mezzanine Adapter

Response:

Failing Item:

- FFC_2750
-

2750-603

Explanation: Permanent adapter failure. Replace the PCIe2 16Gb 2-port FC Mezzanine Adapter

Response:

Failing Item:

- FFC_2750
-

2750-604

Explanation: Adapter down error Replace the PCIe2 16Gb 2-port FC Mezzanine Adapter

Response:

Failing Item:

- FFC_2750
-

2755-201

Explanation: Adapter configuration error Replace the PCIe2 16Gb 4-port FC Mezzanine Adapter If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2755
- FFC_221

2755-601

Explanation: Adapter taken off-line. Replace the PCIe2 16Gb 4-port FC Mezzanine Adapter

Response:

Failing Item:

- FFC_2755
-

2755-602

Explanation: Adapter parity error Replace the PCIe2 16Gb 4-port FC Mezzanine Adapter

Response:

Failing Item:

- FFC_2755
-

2755-603

Explanation: Permanent adapter failure. Replace the PCIe2 16Gb 4-port FC Mezzanine Adapter

Response:

Failing Item:

- FFC_2755
-

2755-604

Explanation: Adapter down error Replace the PCIe2 16Gb 4-port FC Mezzanine Adapter

Response:

Failing Item:

- FFC_2755
-

2770-101

Explanation: Configuration failure. Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770
-

2770-102

Explanation: Queue pair create failure. Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770

2770-103

Explanation: Loop back test failure. Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770

2770-201

Explanation: Loop back test failure. Do the following steps one at a time, in order, and rerun the test after each step:

1. Reseat the cable.
2. Replace the cable.
3. Verify that the network is functional.
4. Verify that the network switch is functional.

Response:

Failing Item:

- CABLE
- NETWORK

2770-301

Explanation: Loop back test failure. Do the following steps one at a time, in order, and rerun the test after each step:

1. Reseat the cable.
2. Replace the cable.
3. Verify that the network is functional.
4. Verify that the network switch is functional.
5. Go to Performing the checkout procedure.

Response:

Failing Item:

- CABLE
- NETWORK
- FFC_2770

2770-601

Explanation: Error Log Analysis indicates adapter hardware error Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770

2770-602

Explanation: Error Log Analysis indicates adapter configuration error Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770

2770-603

Explanation: Error Log Analysis indicates adapter EEH service error Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770

2770-701

Explanation: Error Log Analysis indicates that this adapter has failed due to an internal error. Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770

2770-702

Explanation: Error Log Analysis indicates that this adapter has failed due to a failure with the uplink interface used to connect this device to the host processor. Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770

2770-703

Explanation: Error Log Analysis indicates that this adapter has failed due to a memory error. Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770

2770-704

Explanation: Error Log Analysis indicates that this adapter has failed due to a unrecoverable internal parity error
Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770
-

2770-705

Explanation: Error Log Analysis indicates that this adapter has failed due to a internal error. Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770
-

2770-706

Explanation: Error Log Analysis indicates that this adapter has failed due to a memory error. Replace the IBM Flex System EN4132 2-port 10Gb RoCE Adapter

Response:

Failing Item:

- FFC_2770
-

2D02-XXX

Explanation: Generic reference for USB controller/adapter - system-board and chassis assembly. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2631
-

2D14-101

Explanation: Adapter configuration error. Replace the system board (SAS controller).

Response:

Failing Item:

- FFC_2D14

2D14-710

Explanation: Permanent controller error. Replace the system board (SAS controller).

Response:

Failing Item:

- FFC_2D14
-

2D14-713

Explanation: Controller error. Replace the system board (SAS controller).

Response:

Failing Item:

- FFC_2D14
-

2D14-720

Explanation: Controller device bus configuration error. Use MAP3150 to determine resolution.

Response:

2D29-101

Explanation: Adapter configuration error. Replace the PCIe x8 Internal 3Gb SAS Adapter.

Response:

Failing Item:

- FFC_2D29
-

2D29-710

Explanation: Permanent controller error. Replace the PCIe x8 Internal 3Gb SAS Adapter.

Response:

Failing Item:

- FFC_2D29
-

2D29-713

Explanation: Controller error. Replace the PCIe x8 Internal 3Gb SAS Adapter.

Response:

Failing Item:

- FFC_2D29

2D29-720

Explanation: Controller device bus configuration error. Use MAP3150 to determine resolution.

Response:

2E00-201

Explanation: Configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E00
 - FFC_221
-

2E00-601

Explanation: EEPROM read error

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E00
-

2E00-701

Explanation: Permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E00
- FFC_221

2E10-201

Explanation: Adapter configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E10
 - FFC_221
-

2E10-601

Explanation: Error Log Analysis indicates adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E10
-

2E10-602

Explanation: Error Log Analysis indicates an Error Attention condition.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E10
-

2E10-603

Explanation: Error Log Analysis indicates that the microcode could not be loaded on the adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E10

2E10-604

Explanation: Error Log Analysis indicates a permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E10
-

2E10-605

Explanation: Error Log Analysis indicates permanent adapter failure is reported on the other port of this adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E10
-

2E10-606

Explanation: Error Log Analysis indicates adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E10
-

2E10-701

Explanation: Error Log Analysis indicates permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E10
- FFC_221

2E10-702

Explanation: Error Log Analysis indicates permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E10
 - FFC_221
-

2E13-201

Explanation: Adapter configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E13
 - FFC_221
-

2E13-601

Explanation: Error Log Analysis indicates adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E13
-

2E13-602

Explanation: Error Log Analysis indicates an Error Attention condition.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E13

2E13-603

Explanation: Error Log Analysis indicates that the microcode could not be loaded on the adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E13
-

2E13-604

Explanation: Error Log Analysis indicates a permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E13
-

2E13-605

Explanation: Error Log Analysis indicates permanent adapter failure is reported on the other port of this adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E13
-

2E13-606

Explanation: Error Log Analysis indicates adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E13

2E13-701

Explanation: Error Log Analysis indicates permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E13
 - FFC_221
-

2E13-702

Explanation: Error Log Analysis indicates permanent adapter failure is reported

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E13
 - FFC_221
-

2E14-201

Explanation: Adapter configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E14
- FFC_221

2E14-601

Explanation: Error Log Analysis indicates adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E14
-

2E14-602

Explanation: Error Log Analysis indicates an Error Attention condition.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E14
-

2E14-603

Explanation: Error Log Analysis indicates that the microcode could not be loaded on the adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E14
-

2E14-604

Explanation: Error Log Analysis indicates a permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E14

2E14-605

Explanation: Error Log Analysis indicates permanent adapter failure is reported on the other port of this adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E14
-

2E14-606

Explanation: Error Log Analysis indicates adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E14
-

2E14-701

Explanation: Error Log Analysis indicates permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E14
 - FFC_221
-

2E14-702

Explanation: Error Log Analysis indicates permanent adapter failure is reported

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E14
- FFC_221

2E15-201

Explanation: Adapter configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E15
 - FFC_221
-

2E15-601

Explanation: Error Log Analysis indicates adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E15
-

2E15-602

Explanation: Error Log Analysis indicates an Error Attention condition.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E15
-

2E15-603

Explanation: Error Log Analysis indicates that the microcode could not be loaded on the adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E15

2E15-604

Explanation: Error Log Analysis indicates a permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E15
-

2E15-605

Explanation: Error Log Analysis indicates permanent adapter failure is reported on the other port of this adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E15
-

2E15-606

Explanation: Error Log Analysis indicates adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E15
-

2E15-701

Explanation: Error Log Analysis indicates permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E15
- FFC_221

2E15-702

Explanation: Error Log Analysis indicates permanent adapter failure is reported.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E15
 - FFC_221
-

2E16-201

Explanation: Adapter configuration error. Replace the IBM Flex System FC3172 2-port 8Gb FC Adapter. If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E16
 - FFC_221
-

2E16-601

Explanation: Error log analysis indicates adapter failure. Replace the IBM Flex System FC3172 2-port 8Gb FC Adapter.

Response:

Failing Item:

- FFC_2E16
-

2E16-602

Explanation: Error log analysis indicates an error attention condition. Replace the IBM Flex System FC3172 2-port 8Gb FC Adapter.

Response:

Failing Item:

- FFC_2E16

2E16-603

Explanation: Error log analysis indicates that the microcode could not be loaded on the adapter. Replace the IBM Flex System FC3172 2-port 8Gb FC Adapter.

Response:

Failing Item:

- FFC_2E16

2E16-604

Explanation: Error log analysis indicates a permanent adapter failure. Replace the IBM Flex System FC3172 2-port 8Gb FC Adapter.

Response:

Failing Item:

- FFC_2E16

2E16-605

Explanation: Error log analysis indicates permanent adapter failure is reported on the other port of this adapter. Replace the IBM Flex System FC3172 2-port 8Gb FC Adapter.

Response:

Failing Item:

- FFC_2E16

2E16-606

Explanation: Error log analysis indicates adapter failure. Replace the IBM Flex System FC3172 2-port 8Gb FC Adapter.

Response:

Failing Item:

- FFC_2E16

2E16-701

Explanation: Error log analysis indicates permanent adapter failure. Replace the IBM Flex System FC3172 2-port 8Gb FC Adapter. If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E16
- FFC_221

2E16-702

Explanation: Error log analysis indicates permanent adapter failure is reported on the other port of this adapter. Replace the IBM Flex System FC3172 2-port 8Gb FC Adapter. If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E16
 - FFC_221
-

2E21-201

Explanation: Adapter configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E21
 - FFC_221
-

2E21-601

Explanation: Error Log Analysis indicates adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E21
-

2E21-602

Explanation: Error Log Analysis indicates an Error Attention condition.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E21

2E21-603

Explanation: Error Log Analysis indicates that the microcode could not be loaded on the adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E21
-

2E21-604

Explanation: Error Log Analysis indicates a permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E21
-

2E21-605

Explanation: Error Log Analysis indicates permanent adapter failure is reported on the other port of this adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E21
-

2E21-606

Explanation: Error Log Analysis indicates adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E21

2E21-701

Explanation: Error Log Analysis indicates permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E21
 - FFC_221
-

2E21-702

Explanation: Error Log Analysis indicates permanent adapter failure is reported on the other port of this adapter.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E21
 - FFC_221
-

2E23-101

Explanation: Register Test Failure

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E23
-

2E23-102

Explanation: VPD Checksum Test Failure

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E23

2E23-103**Explanation:** Flash Test Failure

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:**Failing Item:**

- FFC_2E23
-

2E23-104**Explanation:** Internal Wrap Test Failure

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:**Failing Item:**

- FFC_2E23
-

2E23-105**Explanation:** External Wrap Test Failure

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:**Failing Item:**

- FFC_2E23
-

2E23-106**Explanation:** External Wrap with IP Checksum Test Failure

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:**Failing Item:**

- FFC_2E23

2E23-107

Explanation: External Wrap with TCP Checksum Test Failure

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E23
-

2E23-108

Explanation: External Wrap with UDP Checksum Test Failure

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E23
-

2E23-109

Explanation: Network link test failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_241
-

2E23-201

Explanation: Enhanced Error Handling Failure

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E23
- FFC_221

2E23-202

Explanation: Network link test failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_241
 - FFC_2E23
-

2E23-601

Explanation: Error log analysis indicates a hardware error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E23
-

2E23-602

Explanation: Error log analysis indicates an EEH error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E23
-

2E23-603

Explanation: Error log analysis indicates an EEPROM error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E23

2E23-604

Explanation: Error log analysis indicates transmission errors.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E23
-

2E28-201

Explanation: Adapter configuration error Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E28
 - FFC_221
-

2E28-601

Explanation: Adapter taken off-line. Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter

Response:

Failing Item:

- FFC_2E28
-

2E28-602

Explanation: Adapter parity error Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter

Response:

Failing Item:

- FFC_2E28
-

2E28-603

Explanation: Permanent adapter failure. Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter

Response:

Failing Item:

- FFC_2E28

2E28-604

Explanation: Adapter down error Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter

Response:

Failing Item:

- FFC_2E28

2E29-201

Explanation: Adapter configuration error Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E29
- FFC_221

2E29-601

Explanation: Adapter taken off-line. Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter

Response:

Failing Item:

- FFC_2E29

2E29-602

Explanation: Adapter parity error Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter

Response:

Failing Item:

- FFC_2E29

2E29-603

Explanation: Permanent adapter failure. Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter

Response:

Failing Item:

- FFC_2E29

2E29-604

Explanation: Adapter down error Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter

Response:

Failing Item:

- FFC_2E29
-

2E33-201

Explanation: Adapter configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E33
 - FFC_221
-

2E33-601

Explanation: Download firmware error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E33
-

2E33-602

Explanation: EEPROM read error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E33

2E33-701

Explanation: Permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E33
 - FFC_221
-

2E34-201

Explanation: Adapter configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E34
 - FFC_221
-

2E34-601

Explanation: Download firmware error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E34
-

2E34-602

Explanation: EEPROM read error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E34

2E34-701

Explanation: Permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E34
 - FFC_221
-

2E35-201

Explanation: Adapter configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E35
 - FFC_221
-

2E35-601

Explanation: Download firmware error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E35
-

2E35-602

Explanation: EEPROM read error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E35

2E35-701

Explanation: Permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E35
 - FFC_221
-

2E36-201

Explanation: Adapter configuration error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E36
 - FFC_221
-

2E36-601

Explanation: Download firmware error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E36
-

2E36-602

Explanation: EEPROM read error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E36

2E36-701

Explanation: Permanent adapter failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system-board

Response:

Failing Item:

- FFC_2E36
 - FFC_221
-

2E37-111

Explanation: Enhanced Error Handling failure on bus. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E37
-

2E37-112

Explanation: Enhanced Error Handling failure while testing adapter. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter. If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E37
 - FFC_221
-

2E37-140

Explanation: DMA read test failed. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E37

2E37-141

Explanation: DMA write test failed. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E37
-

2E37-142

Explanation: DMA read-write test failed. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E37
-

2E37-151

Explanation: Internal loopback test failed. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E37
-

2E37-152

Explanation: Internal loopback IP checksum offload test failed. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E37
-

2E37-153

Explanation: Internal loopback TCP checksum offload test failed. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E37

2E37-154

Explanation: Internal loopback UDP checksum offload test failed. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E37

2E37-155

Explanation: Internal loopback LSO test failed. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E37

2E37-201

Explanation: Registers test failed. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter. If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E37
- FFC_221

2E37-701

Explanation: Adapter hardware error. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E37

2E37-702

Explanation: EEH service error. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter. If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E37
- FFC_221

2E37-703

Explanation: Failure to initialize due to a problem while reading the EEPROM on the adapter. Replace the IBM Flex System EN4054 4-port 10Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E37
-

2E3D-101

Explanation: PCI Configuration Registers Test Failure. Replace the IBM Flex System EN2024 4-port 1Gb Ethernet Adapter. If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E3D
 - FFC_221
-

2E3D-102

Explanation: I/O Registers Test Failure. Replace the IBM Flex System EN2024 4-port 1Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E3D
-

2E3D-103

Explanation: NVRAM and Checksum Verification Failure. Replace the IBM Flex System EN2024 4-port 1Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E3D
-

2E3D-104

Explanation: Adapter Memory Test Failure. Replace the IBM Flex System EN2024 4-port 1Gb Ethernet Adapter.

Response:

Failing Item:

- FFC_2E3D

2E3D-111

Explanation: Internal Loopback Test Failure. Replace the IBM Flex System EN2024 4-port 1Gb Ethernet Adapter

Response:

Failing Item:

- FFC_2E3D
-

2E3D-201

Explanation: Adapter configuration error. Replace the IBM Flex System EN2024 4-port 1Gb Ethernet Adapter If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E3D
 - FFC_221
-

2E3D-601

Explanation: Download firmware error. Replace the IBM Flex System EN2024 4-port 1Gb Ethernet Adapter

Response:

Failing Item:

- FFC_2E3D
-

2E3D-602

Explanation: EEPROM read error. Replace the IBM Flex System EN2024 4-port 1Gb Ethernet Adapter

Response:

Failing Item:

- FFC_2E3D
-

2E3D-701

Explanation: Permanent adapter failure. Replace the IBM Flex System EN2024 4-port 1Gb Ethernet Adapter If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E3D
- FFC_221

2E52-201

Explanation: Adapter configuration error Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E52
- FFC_221

2E52-605

Explanation: Ethernet hardware error Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter

Response:

Failing Item:

- FFC_2E52

2E52-606

Explanation: Ethernet configuration error Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter

Response:

Failing Item:

- FFC_2E52

2E52-607

Explanation: EEH error Replace the IBM Flex System CN4058 8-port 10Gb Converged Adapter

Response:

Failing Item:

- FFC_2E52

2E53-201

Explanation: Adapter configuration error. Replace the PCIe2 10Gb 8-port FCoe Mezzanine Adapter If the problem persists, replace the system board.

Response:

Failing Item:

- FFC_2E53
- FFC_221

2E53-605

Explanation: Ethernet hardware error. Replace the PCIe2 10Gb 8-port FCoe Mezzanine Adapter

Response:

Failing Item:

- FFC_2E53

2E53-606

Explanation: Ethernet configuration error Replace the PCIe2 10Gb 8-port FCoe Mezzanine Adapter

Response:

Failing Item:

- FFC_2E53

2E53-607

Explanation: Ethernet EEH error. Replace the PCIe2 10Gb 8-port FCoe Mezzanine Adapter

Response:

Failing Item:

- FFC_2E53

803-XXXX

Explanation: A software error occurred while running the diagnostics which could be caused by either hardware or software.

Response: Note: This SRN can also occur if the filesystem is full, particularly in the / , /var , or /tmp directories (verify using the df command at the AIX prompt, make sure %Used is 90% or less for each file system). Run standalone diagnostics. If you get a different SRN, use it in place of the original SRN. If you get the same SRN, use the last three or four digits of the 803-xxx(x) as the FRU and use general problem resolution. If you get no error from the standalone diagnostics, you may have a problem with the software, contact your support center. Note: xxxx corresponds to the last three or four digits of the SRN. If your 803-xxx(x) SRN is not listed, substitute the last three or four digits of the SRN after the dash (-) for xxx(x) , then proceed to the FRU list using the substituted digits as your FRU.

950-2506

Explanation: Missing options resolution for 3Gb SAS Adapter card.

Try each of the following steps. After reseating, removing, or replacing a part, retry the operation.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Reseat the 3Gb SAS Adapter card.
4. Replace the 3Gb SAS Adapter card.
5. Replace the system-board

Response:

Failing Item:

- FFC_2506
- FFC_221

950-2D14

Explanation: A resource was not detected that was previously installed. Check the Management Module event log for an system event. If there is not a system error, replace the system board (SAS controller).

Response:

Failing Item:

- FFC_2D14

950-2D29

Explanation: A resource was not detected that was previously installed. Check the Management Module event log for an system event. If there is not a system error, replace the PCIe x8 Internal 3Gb SAS Adapter.

Response:

Failing Item:

- FFC_2D29

2506-102E

Explanation: Reallocation failed due to disk out of alternate sectors. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_722

2506-3002

Explanation: Addressed device failed to respond to selection. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_722

2506-3010

Explanation: Disk returned wrong response to adapter. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_722

2506-3020

Explanation: Storage subsystem configuration error. Go to Performing the checkout procedure.

Response:

2506-3100

Explanation: Controller detected device bus interface error. Go to Performing the checkout procedure.

Response:

2506-3109

Explanation: Controller timed out a device command. Go to Performing the checkout procedure.

Response:

2506-3110

Explanation: Device bus interface error. Go to Performing the checkout procedure.

Response:

2506-4010

Explanation: Configuration error, incorrect connection between cascaded enclosures. Go to Performing the checkout procedure.

Response:

2506-4020

Explanation: Configuration error, connections exceed IOA design limits. Go to Performing the checkout procedure.

Response:

2506-4030

Explanation: Configuration error, incorrect multipath connection. Go to Performing the checkout procedure.

Response:

2506-4040

Explanation: Configuration error, incomplete multipath connection between controller and enclosure detected. Go to Performing the checkout procedure.

Response:

2506-4041

Explanation: Configuration error, incomplete multipath connection between enclosure and device detected. Go to Performing the checkout procedure.

Response:

2506-4050

Explanation: Attached enclosure does not support required multipath function. Go to Performing the checkout procedure.

Response:

2506-4060

Explanation: Multipath redundancy level got worse. Go to Performing the checkout procedure.

Response:

2506-4100

Explanation: Device bus fabric error. Go to Performing the checkout procedure.

Response:

2506-4101

Explanation: Temporary device bus fabric error. Go to Performing the checkout procedure.

Response:

2506-4110

Explanation: Unsupported enclosure function detected. Go to Performing the checkout procedure.

Response:

2506-4150

Explanation: PCI bus error detected by controller. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2506

2506-4160

Explanation: PCI bus error detected by controller. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2506
-

2506-7001

Explanation: Temporary disk data error. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_722
-

2506-8008

Explanation: A permanent Cache Battery Pack failure occurred. Go to Performing the checkout procedure.

Response:

Failing Item:

- BAT
-

2506-8009

Explanation: Impending Cache Battery Pack failure. Go to Performing the checkout procedure.

Response:

Failing Item:

- BAT
-

2506-8150

Explanation: Controller failure. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2506
-

2506-8157

Explanation: Temporary controller failure. Go to Performing the checkout procedure.

Response:

Failing Item:

- FFC_2506

2506-9000

Explanation: Controller detected device error during configuration discovery. Go to Performing the checkout procedure.

Response:

2506-9001

Explanation: Controller detected device error during configuration discovery. Go to Performing the checkout procedure.

Response:

2506-9002

Explanation: Controller detected device error during configuration discovery. Go to Performing the checkout procedure.

Response:

2506-9008

Explanation: Controller does not support function expected for one or more disks. Go to Performing the checkout procedure.

Response:

2506-9010

Explanation: Cache data associated with attached disks cannot be found. Go to Performing the checkout procedure.

Response:

2506-9011

Explanation: Cache data belongs to disks other than those attached. Go to Performing the checkout procedure.

Response:

2506-9020

Explanation: Two or more disks are missing from a RAID-5 or RAID 6 Disk Array. Go to Performing the checkout procedure.

Response:

2506-9021

Explanation: Two or more disks are missing from a RAID-5 or RAID 6 Disk Array. Go to Performing the checkout procedure.

Response:

2506-9022

Explanation: Two or more disks are missing from a RAID-5 or RAID 6 Disk Array. Go to Performing the checkout procedure.

Response:

2506-9023

Explanation: One or more Disk Array members are not at required physical locations. Go to Performing the checkout procedure.

Response:

2506-9024

Explanation: Physical location of Disk Array members conflict with another Disk Array. Go to Performing the checkout procedure.

Response:

2506-9025

Explanation: Incompatible disk installed at degraded disk location in Disk Array. Go to Performing the checkout procedure.

Response:

2506-9026

Explanation: Previously degraded disk in Disk Array not found at required physical location. Go to Performing the checkout procedure.

Response:

2506-9027

Explanation: Disk Array is or would become degraded and parity data is out of synchronization. Go to Performing the checkout procedure.

Response:

2506-9028

Explanation: Maximum number of functional Disk Arrays has been exceeded. Go to Performing the checkout procedure.

Response:

2506-9029

Explanation: Maximum number of functional Disk Arrays disks has been exceeded. Go to Performing the checkout procedure.

Response:

2506-9030

Explanation: Disk Array is degraded due to missing/failed disk. Go to Performing the checkout procedure.

Response:

2506-9031

Explanation: Automatic reconstruction initiated for Disk Array. Go to Performing the checkout procedure.

Response:

2506-9032

Explanation: Disk Array is degraded due to missing/failed disk. Go to Performing the checkout procedure.

Response:

2506-9041

Explanation: Background Disk Array parity checking detected and corrected errors. Go to Performing the checkout procedure.

Response:

2506-9042

Explanation: Background Disk Array parity checking detected and corrected errors on specified disk. Go to Performing the checkout procedure.

Response:

2506-9050

Explanation: Required cache data can not be located for one or more disks. Go to Performing the checkout procedure.

Response:

2506-9051

Explanation: Cache data exists for one or more missing/failed disks. Go to Performing the checkout procedure.

Response:

2506-9052

Explanation: Cache data exists for one or more modified disks. Go to Performing the checkout procedure.

Response:

2506-9054

Explanation: RAID controller resources not available due to previous problems. Go to Performing the checkout procedure.

Response:

2506-9060

Explanation: One or more disk pairs are missing from a RAID-10 Disk Array. Go to Performing the checkout procedure.

Response:

2506-9061

Explanation: One or more disks are missing from a RAID-0 Disk Array. Go to Performing the checkout procedure.

Response:

2506-9062

Explanation: One or more disks are missing from a RAID-0 Disk Array. Go to Performing the checkout procedure.

Response:

2506-9063

Explanation: Maximum number of functional Disk Arrays has been exceeded. Go to Performing the checkout procedure.

Response:

2506-9073

Explanation: Multiple controllers connected in an invalid configuration. Go to Performing the checkout procedure.

Response:

2506-9074

Explanation: Multiple controllers not capable of similar functions or controlling same set of devices. Go to Performing the checkout procedure.

Response:

2506-9075

Explanation: Incomplete multipath connection between controller and remote controller. Go to Performing the checkout procedure.

Response:

2506-9076

Explanation: Missing remote controller. Go to Performing the checkout procedure.

Response:

2506-9081

Explanation: Controller detected device error during internal media recovery. Go to Performing the checkout procedure.

Response:

2506-9082

Explanation: Controller detected device error during internal media recovery. Go to Performing the checkout procedure.

Response:

2506-9090

Explanation: Disk has been modified after last known status. Go to Performing the checkout procedure.

Response:

2506-9091

Explanation: Incorrect disk configuration change has been detected. Go to Performing the checkout procedure.

Response:

2506-9092

Explanation: Disk requires Format before use. Format the disk and retry the operation.

Response:

2506-FF3D

Explanation: Temporary controller failure. Retry the operation.

Response:

Failing Item:

- FFC_2506

2506-FFF3

Explanation: Disk media format bad. Reformat the disk and retry the operation.

Response:

2506-FFF4

Explanation: Device problem. Perform diagnostics on the device and retry the operation.

Response:

Failing Item:

- FFC_722

2506-FFF6

Explanation: Device detected recoverable error. Retry the operation.

Response:

Failing Item:

- FFC_722

2506-FFFA

Explanation: Temporary device bus error. Retry the operation.

Response:

Failing Item:

- FFC_722

2506-FFFE

Explanation: Temporary device bus error. Retry the operation.

Response:

2D14-102E

Explanation: Reallocation failed due to disk out of alternate sectors. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722
-

2D14-3002

Explanation: Addressed device failed to respond to selection. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722
-

2D14-3010

Explanation: Disk returned wrong response to adapter. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722
-

2D14-3020

Explanation: Storage subsystem configuration error. Use MAP3150 to determine resolution.

Response:

2D14-3100

Explanation: Controller detected device bus interface error. Use MAP3150 to determine resolution.

Response:

2D14-3109

Explanation: Controller timed out a device command. Use MAP3150 to determine resolution.

Response:

2D14-3110

Explanation: Device bus interface error. Use MAP3150 to determine resolution.

Response:

2D14-4010

Explanation: Configuration error, incorrect connection between cascaded enclosures. Use MAP3142 to determine resolution.

Response:

2D14-4020

Explanation: Configuration error, connections exceed IOA design limits. Use MAP3143 to determine resolution.

Response:

2D14-4030

Explanation: Configuration error, incorrect multipath connection. Use MAP3144 to determine resolution.

Response:

2D14-4040

Explanation: Configuration error, incomplete multipath connection between controller and enclosure detected. Use MAP3144 to determine resolution.

Response:

2D14-4041

Explanation: Configuration error, incomplete multipath connection between enclosure and device detected. Use MAP3146 to determine resolution.

Response:

2D14-4050

Explanation: Attached enclosure does not support required multipath function. Use MAP3148 to determine resolution.

Response:

2D14-4060

Explanation: Multipath redundancy level got worse. Use MAP3153 to determine resolution.

Response:

2D14-4100

Explanation: Device bus fabric error. Use MAP3152 to determine resolution.

Response:

2D14-4101

Explanation: Temporary device bus fabric error. Use MAP3152 to determine resolution.

Response:

2D14-4110

Explanation: Unsupported enclosure function detected. Use MAP3145 to determine resolution.

Response:

2D14-4150

Explanation: PCI bus error detected by controller. Replace the system board (SAS controller).

Response:

Failing Item:

- FFC_2D14
-

2D14-4160

Explanation: PCI bus error detected by controller. Replace the system board (SAS controller).

Response:

Failing Item:

- FFC_2D14
-

2D14-7001

Explanation: Temporary disk data error. Replace the system board (SAS controller).

Response:

Failing Item:

- FFC_722
-

2D14-8150

Explanation: Controller failure. Replace the system board (SAS controller).

Response:

Failing Item:

- FFC_2D14

2D14-8157

Explanation: Temporary controller failure. Replace the system board (SAS controller).

Response:

Failing Item:

- FFC_2D14
-

2D14-9000

Explanation: Controller detected device error during configuration discovery. Use MAP3190 to determine resolution.

Response:

2D14-9001

Explanation: Controller detected device error during configuration discovery. Use MAP3190 to determine resolution.

Response:

2D14-9002

Explanation: Controller detected device error during configuration discovery. Use MAP3190 to determine resolution.

Response:

2D14-9008

Explanation: Controller does not support function expected for one or more disks. Use MAP3130 to determine resolution.

Response:

2D14-9010

Explanation: Cache data associated with attached disks cannot be found. Use MAP3120 to determine resolution.

Response:

2D14-9011

Explanation: Cache data belongs to disks other than those attached. Use MAP3190 to determine resolution.

Response:

2D14-9020

Explanation: Two or more disks are missing from a RAID-5 or RAID 6 Disk Array. Use MAP3111 to determine resolution.

Response:

2D14-9021

Explanation: Two or more disks are missing from a RAID-5 or RAID 6 Disk Array. Use MAP3111 to determine resolution.

Response:

2D14-9022

Explanation: Two or more disks are missing from a RAID-5 or RAID 6 Disk Array. Use MAP3111 to determine resolution.

Response:

2D14-9023

Explanation: One or more Disk Array members are not at required physical locations. Use MAP3112 to determine resolution.

Response:

2D14-9024

Explanation: Physical location of Disk Array members conflict with another Disk Array. Use MAP3190 to determine resolution.

Response:

2D14-9025

Explanation: Incompatible disk installed at degraded disk location in Disk Array. Use MAP3110 to determine resolution.

Response:

2D14-9026

Explanation: Previously degraded disk in Disk Array not found at required physical location. Use MAP3190 to determine resolution.

Response:

2D14-9027

Explanation: Disk Array is or would become degraded and parity data is out of synchronization. Use MAP3113 to determine resolution.

Response:

2D14-9028

Explanation: Maximum number of functional Disk Arrays has been exceeded. Use MAP3190 to determine resolution.

Response:

2D14-9029

Explanation: Maximum number of functional Disk Arrays disks has been exceeded. Use MAP3190 to determine resolution.

Response:

2D14-9030

Explanation: Disk Array is degraded due to missing/failed disk. Use MAP3110 to determine resolution.

Response:

2D14-9031

Explanation: Automatic reconstruction initiated for Disk Array. Use MAP3110 to determine resolution.

Response:

2D14-9032

Explanation: Disk Array is degraded due to missing/failed disk. Use MAP3110 to determine resolution.

Response:

2D14-9041

Explanation: Background Disk Array parity checking detected and corrected errors. Use MAP3190 to determine resolution.

Response:

2D14-9042

Explanation: Background Disk Array parity checking detected and corrected errors on specified disk. Use MAP3190 to determine resolution.

Response:

2D14-9050

Explanation: Required cache data can not be located for one or more disks. Use MAP3131 to determine resolution.

Response:

2D14-9051

Explanation: Cache data exists for one or more missing/failed disks. Use MAP3132 to determine resolution.

Response:

2D14-9052

Explanation: Cache data exists for one or more modified disks. Use MAP3190 to determine resolution.

Response:

2D14-9054

Explanation: RAID controller resources not available due to previous problems. Use MAP3121 to determine resolution.

Response:

2D14-9060

Explanation: One or more disk pairs are missing from a RAID-10 Disk Array. Use MAP3111 to determine resolution.

Response:

2D14-9061

Explanation: One or more disks are missing from a RAID-0 Disk Array. Use MAP3111 to determine resolution.

Response:

2D14-9062

Explanation: One or more disks are missing from a RAID-0 Disk Array. Use MAP3111 to determine resolution.

Response:

2D14-9063

Explanation: Maximum number of functional Disk Arrays has been exceeded. Use MAP3190 to determine resolution.

Response:

2D14-9073

Explanation: Multiple controllers connected in an invalid configuration. Use MAP3140 to determine resolution.

Response:

2D14-9074

Explanation: Multiple controllers not capable of similar functions or controlling same set of devices. Use MAP3141 to determine resolution.

Response:

2D14-9075

Explanation: Incomplete multipath connection between controller and remote controller. Use MAP3149 to determine resolution.

Response:

2D14-9076

Explanation: Missing remote controller. Use MAP3147 to determine resolution.

Response:

2D14-9081

Explanation: Controller detected device error during internal media recovery. Use MAP3190 to determine resolution.

Response:

2D14-9082

Explanation: Controller detected device error during internal media recovery. Use MAP3190 to determine resolution.

Response:

2D14-9090

Explanation: Disk has been modified after last known status. Use MAP3133 to determine resolution.

Response:

2D14-9091

Explanation: Incorrect disk configuration change has been detected. Use MAP3133 to determine resolution.

Response:

2D14-9092

Explanation: Disk requires Format before use. Format the disk and retry the operation. Use MAP3134 to determine resolution.

Response:

2D14-FF3D

Explanation: Temporary controller failure. Retry the operation. Replace the system board (SAS controller).

Response:

Failing Item:

- FFC_2D14
-

2D14-FFF3

Explanation: Disk media format bad. Reformat the disk and retry the operation. Use MAP3135 to determine resolution.

Response:

2D14-FFF4

Explanation: Device problem. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722
-

2D14-FFF6

Explanation: Device detected recoverable error. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722
-

2D14-FFFA

Explanation: Temporary device bus error. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722
-

2D14-FFFE

Explanation: Temporary device bus error. Use MAP3150 to determine resolution.

Response:

2D29-102E

Explanation: Reallocation failed due to disk out of alternate sectors. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722

2D29-3002

Explanation: Addressed device failed to respond to selection. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722

2D29-3010

Explanation: Disk returned wrong response to adapter. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722

2D29-3020

Explanation: Storage subsystem configuration error. Use MAP3150 to determine resolution.

Response:

2D29-3100

Explanation: Controller detected device bus interface error. Use MAP3150 to determine resolution.

Response:

2D29-3109

Explanation: Controller timed out a device command. Use MAP3150 to determine resolution.

Response:

2D29-3110

Explanation: Device bus interface error. Use MAP3150 to determine resolution.

Response:

2D29-4010

Explanation: Configuration error, incorrect connection between cascaded enclosures. Use MAP3142 to determine resolution.

Response:

2D29-4020

Explanation: Configuration error, connections exceed IOA design limits. Use MAP3143 to determine resolution.

Response:

2D29-4030

Explanation: Configuration error, incorrect multipath connection. Use MAP3144 to determine resolution.

Response:

2D29-4040

Explanation: Configuration error, incomplete multipath connection between controller and enclosure detected. Use MAP3144 to determine resolution.

Response:

2D29-4041

Explanation: Configuration error, incomplete multipath connection between enclosure and device detected. Use MAP3146 to determine resolution.

Response:

2D29-4050

Explanation: Attached enclosure does not support required multipath function. Use MAP3148 to determine resolution.

Response:

2D29-4060

Explanation: Multipath redundancy level got worse. Use MAP3153 to determine resolution.

Response:

2D29-4100

Explanation: Device bus fabric error. Use MAP3152 to determine resolution.

Response:

2D29-4101

Explanation: Temporary device bus fabric error. Use MAP3152 to determine resolution.

Response:

2D29-4110

Explanation: Unsupported enclosure function detected. Use MAP3145 to determine resolution.

Response:

2D29-4150

Explanation: PCI bus error detected by controller. Replace the PCIe x8 Internal 3Gb SAS Adapter.

Response:

Failing Item:

- FFC_2D29
-

2D29-4160

Explanation: PCI bus error detected by controller. Replace the PCIe x8 Internal 3Gb SAS Adapter.

Response:

Failing Item:

- FFC_2D29
-

2D29-7001

Explanation: Temporary disk data error. Replace the PCIe x8 Internal 3Gb SAS Adapter.

Response:

Failing Item:

- FFC_722
-

2D29-8150

Explanation: Controller failure. Replace the PCIe x8 Internal 3Gb SAS Adapter.

Response:

Failing Item:

- FFC_2D29

2D29-8157

Explanation: Temporary controller failure. Replace the PCIe x8 Internal 3Gb SAS Adapter.

Response:

Failing Item:

- FFC_2D29
-

2D29-9000

Explanation: Controller detected device error during configuration discovery. Use MAP3190 to determine resolution.

Response:

2D29-9001

Explanation: Controller detected device error during configuration discovery. Use MAP3190 to determine resolution.

Response:

2D29-9002

Explanation: Controller detected device error during configuration discovery. Use MAP3190 to determine resolution.

Response:

2D29-9008

Explanation: Controller does not support function expected for one or more disks. Use MAP3130 to determine resolution.

Response:

2D29-9010

Explanation: Cache data associated with attached disks cannot be found. Use MAP3120 to determine resolution.

Response:

2D29-9011

Explanation: Cache data belongs to disks other than those attached. Use MAP3190 to determine resolution.

Response:

2D29-9020

Explanation: Two or more disks are missing from a RAID-5 or RAID 6 Disk Array. Use MAP3111 to determine resolution.

Response:

2D29-9021

Explanation: Two or more disks are missing from a RAID-5 or RAID 6 Disk Array. Use MAP3111 to determine resolution.

Response:

2D29-9022

Explanation: Two or more disks are missing from a RAID-5 or RAID 6 Disk Array. Use MAP3111 to determine resolution.

Response:

2D29-9023

Explanation: One or more Disk Array members are not at required physical locations. Use MAP3112 to determine resolution.

Response:

2D29-9024

Explanation: Physical location of Disk Array members conflict with another Disk Array. Use MAP3190 to determine resolution.

Response:

2D29-9025

Explanation: Incompatible disk installed at degraded disk location in Disk Array. Use MAP3110 to determine resolution.

Response:

2D29-9026

Explanation: Previously degraded disk in Disk Array not found at required physical location. Use MAP3190 to determine resolution.

Response:

2D29-9027

Explanation: Disk Array is or would become degraded and parity data is out of synchronization. Use MAP3113 to determine resolution.

Response:

2D29-9028

Explanation: Maximum number of functional Disk Arrays has been exceeded. Use MAP3190 to determine resolution.

Response:

2D29-9029

Explanation: Maximum number of functional Disk Arrays disks has been exceeded. Use MAP3190 to determine resolution.

Response:

2D29-9030

Explanation: Disk Array is degraded due to missing/failed disk. Use MAP3110 to determine resolution.

Response:

2D29-9031

Explanation: Automatic reconstruction initiated for Disk Array. Use MAP3110 to determine resolution.

Response:

2D29-9032

Explanation: Disk Array is degraded due to missing/failed disk. Use MAP3110 to determine resolution.

Response:

2D29-9041

Explanation: Background Disk Array parity checking detected and corrected errors. Use MAP3190 to determine resolution.

Response:

2D29-9042

Explanation: Background Disk Array parity checking detected and corrected errors on specified disk. Use MAP3190 to determine resolution.

Response:

2D29-9050

Explanation: Required cache data can not be located for one or more disks. Use MAP3131 to determine resolution.

Response:

2D29-9051

Explanation: Cache data exists for one or more missing/failed disks. Use MAP3132 to determine resolution.

Response:

2D29-9052

Explanation: Cache data exists for one or more modified disks. Use MAP3190 to determine resolution.

Response:

2D29-9054

Explanation: RAID controller resources not available due to previous problems. Use MAP3121 to determine resolution.

Response:

2D29-9060

Explanation: One or more disk pairs are missing from a RAID-10 Disk Array. Use MAP3111 to determine resolution.

Response:

2D29-9061

Explanation: One or more disks are missing from a RAID-0 Disk Array. Use MAP3111 to determine resolution.

Response:

2D29-9062

Explanation: One or more disks are missing from a RAID-0 Disk Array. Use MAP3111 to determine resolution.

Response:

2D29-9063

Explanation: Maximum number of functional Disk Arrays has been exceeded. Use MAP3190 to determine resolution.

Response:

2D29-9073

Explanation: Multiple controllers connected in an invalid configuration. Use MAP3140 to determine resolution.

Response:

2D29-9074

Explanation: Multiple controllers not capable of similar functions or controlling same set of devices. Use MAP3141 to determine resolution.

Response:

2D29-9075

Explanation: Incomplete multipath connection between controller and remote controller. Use MAP3149 to determine resolution.

Response:

2D29-9076

Explanation: Missing remote controller. Use MAP3147 to determine resolution.

Response:

2D29-9081

Explanation: Controller detected device error during internal media recovery. Use MAP3190 to determine resolution.

Response:

2D29-9082

Explanation: Controller detected device error during internal media recovery. Use MAP3190 to determine resolution.

Response:

2D29-9090

Explanation: Disk has been modified after last known status. Use MAP3133 to determine resolution.

Response:

2D29-9091

Explanation: Incorrect disk configuration change has been detected. Use MAP3133 to determine resolution.

Response:

2D29-9092

Explanation: Disk requires Format before use. Format the disk and retry the operation. Use MAP3134 to determine resolution.

Response:

2D29-FF3D

Explanation: Temporary controller failure. Retry the operation. Replace the PCIe x8 Internal 3Gb SAS Adapter.

Response:

Failing Item:

- FFC_2D29

2D29-FFF3

Explanation: Disk media format bad. Reformat the disk and retry the operation. Use MAP3135 to determine resolution.

Response:

2D29-FFF4

Explanation: Device problem. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722

2D29-FFF6

Explanation: Device detected recoverable error. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722

2D29-FFFA

Explanation: Temporary device bus error. Replace the FRU identified by diagnostics.

Response:

Failing Item:

- FFC_722

2D29-FFFE

Explanation: Temporary device bus error. Use MAP3150 to determine resolution.

Response:

A00-FF0 through A24-xxx SRNs:

The AIX operating system might generate service request numbers (SRNs) from A00-FF0 to A24-xxx.

Note: Some SRNs in this sequence might have 4 rather than 3 digits after the dash (-).

Table 11 shows the meaning of an *x* in any of the following SRNs, such as A01-00*x*.

Table 11. Meaning of the last character (x) after the hyphen

Number	Meaning
1	Replace all FRUs listed
2	Hot swap supported
4	Software might be the cause
8	Reserved

The SRNs below describe each SRN and provide a recommended corrective action.

A24-000

Explanation: Spurious interrupts on shared interrupt level have exceeded threshold

Response:

1. Check the Management Module event log. If an error was recorded by the system, process that error.
2. If no system error is found, replace part numbers reported by the diagnostic program.
3. If no entry is found, Replace the system-board

A24-XXX

Explanation: Spurious interrupts have exceeded threshold.

Response:

1. Check the Management Module event log. If an error was recorded by the system, process that error.
2. If no system error is found, replace part numbers reported by the diagnostic program.
3. If no entry is found, Replace the system-board

SCSD devices SRNs (ssss-102 to ssss-640):

These service request numbers (SRNs) identify a self-configuring SCSI device (SCSD) problem.

Use the SRNs below when you suspect a SAS hard disk device problem. Replace the parts in the order that the failing function codes (FFCs) are listed.

Notes:

1. Some SRNs might have 4 digits rather than 3 digits after the dash (-).
2. The ssss before the dash (-) represents the 3 digit or 4 digit SCSD SRN.

SSSS-102

Explanation: An unrecoverable media error occurred.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-104

Explanation: The motor failed to restart.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-105

Explanation: The drive did not become ready.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-106

Explanation: The electronics card test failed.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS

SSSS-108

Explanation: The bus test failed.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-110

Explanation: The media format is corrupted.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-112

Explanation: The diagnostic test failed.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-114

Explanation: An unrecoverable hardware error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS

SSSS-116

Explanation: A protocol error.

1. Make sure that the device, adapter and diagnostic firmware, and the application software levels are compatible.
2. If you do not find a problem, call your operating-system support person.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-117

Explanation: A write-protect error occurred.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-118

Explanation: A SCSD command time-out occurred.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
 - FFC_252B
-

SSSS-120

Explanation: A SCSD busy or command error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS

SSSS-122

Explanation: A SCSD reservation conflict error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-124

Explanation: A SCSD check condition error occurred.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-126

Explanation: A software error was caused by a hardware failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
 - FFC_252B
-

SSSS-128

Explanation: The error log analysis indicates a hardware failure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_252B
- FFC_SSSS
- SOFTWARE

SSSS-129

Explanation: Error log analysis indicates a SCSD bus problem.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_252B
 - FFC_SSSS
 - SOFTWARE
-

SSSS-130

Explanation: Error log analysis indicates a problem reported by the disk drive's self-monitoring function.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-132

Explanation: A disk drive hardware error occurred.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-134

Explanation: The adapter failed to configure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_252B
- SOFTWARE

SSSS-135

Explanation: The device failed to configure.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
 - FFC_252B
 - SOFTWARE
-

SSSS-136

Explanation: The certify operation failed.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-137

Explanation: Unit attention condition has occurred on the Send Diagnostic command.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS
- FFC_252B

SSSS-138

Explanation: Error log analysis indicates that the disk drive is operating at a higher than recommended temperature.

1. Make sure that:
 - The ventilation holes in the blade server bezel are not blocked.
 - The management-module event log is not reporting any system environmental warnings.
2. If the problem remains, call IBM support.

Response:

Failing Item:

- FFC_SSSS
-

SSSS-140

Explanation: Error log analysis indicates poor signal quality.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_199
 - FFC_252B
 - FFC_SSSS
-

SSSS-640

Explanation: Error log analysis indicates a path error.

1. Check the BladeCenter management-module event log. If an error was recorded by the system, see POST progress codes (checkpoints).
2. Replace any parts reported by the diagnostic program.
3. Replace the system board and chassis assembly, as described in Replacing the system-board and chassis assembly.

Response:

Failing Item:

- FFC_SSSS

Failing function codes:

Failing function codes (FFCs) identify a function within the system unit that is failing.

Table 12 describes the component that each function code identifies.

Note: When replacing a component, perform system verification for the component. See “Using the diagnostics program” on page 446.

Table 12. Failing function codes

FFC	Description and notes
151	1. Battery Note: After replacing the battery: a. Set the time and date. b. Set the network IP addresses (for compute nodes that start up from a network). 2. System-board and chassis assembly
152	System-board and chassis assembly
166	Check the event log for an IBM Flex System Enterprise Chassis blower or fan fault. See the documentation that comes with the IBM Flex System Enterprise Chassis.
199	System-board and chassis assembly
210	System-board and chassis assembly
212	System-board and chassis assembly (cache problem)
214	System-board and chassis assembly
217	System-board and chassis assembly
219	Common memory logic problem for memory DIMMs. Note: If more than one pair of memory DIMMs are reported missing: 1. Replace the memory DIMM at the physical location code that is reported. 2. Replace the system board.
221	System-board and chassis assembly
226	System-board and chassis assembly
227	System-board and chassis assembly
241	Ethernet network problem
282	System-board and chassis assembly
292	System-board and chassis assembly (host to PCI bridge problem)
293	System-board and chassis assembly (PCI to PCI bridge problem)
294	System-board and chassis assembly (MPIC interrupt controller problem)
296	PCI device or adapter problem. Note: The replacement part can only be identified by the location code reported by diagnostics.
2C4	System-board and chassis assembly
2C7	System-board and chassis assembly (memory controller)
2C8	System-board and chassis assembly
2C9	System-board and chassis assembly
2D2	System-board and chassis assembly (bus arbiter problem)
2D3	System-board and chassis assembly
2D4	System-board and chassis assembly (System/SP interface logic problem)
2D5	System-board and chassis assembly (I2C primary)

Table 12. Failing function codes (continued)

FFC	Description and notes
2D6	System-board and chassis assembly (I2C secondary)
2D7	System-board and chassis assembly (VPD module)
2E8	System-board and chassis assembly (cache controller)
308	System-board and chassis assembly (I/O bridge problem)
650	Unknown hard disk drive. Note: This FFC indicates that the hard disk drive was not configured properly.
711	Unknown adapter
722	Unknown storage device
7C0	System-board and chassis assembly (microprocessor or system interface)
812	System-board and chassis assembly (common standard adapter logic problem)
815	System-board and chassis assembly (floating-point processor problem)
820	System-board and chassis assembly (interprocessor-related testing problem)
B88	System-board and chassis assembly (SAS controller)
D01	System-board and chassis assembly (cache problem)
E19	System-board and chassis assembly (power supply sensor failed)
25A0	System-board and chassis assembly
2627	IBM Flex System 2 port QDR InfiniBand adapter
2629	IBM Flex System 2 port QDR InfiniBand adapter (configuration problem)
2631	System-board and chassis assembly
268B	300 GB SAS small-form-factor disk drive
26B4	200 GB solid-state drive
26BD	Cover (SAS to SATA bridge problem)
26D2	600 GB SAS small-form-factor disk drive
26D7	900 GB SAS small-form-factor disk drive
2710	System-board and chassis assembly (integrated USB controller)
2750	IBM Flex System 2-port 16 Gb Fibre Channel adapter
2755	IBM Flex System 4-port 16 Gb Fibre Channel adapter
2770	IBM Flex System 2-port 10 Gb RoCE adapter
2D14	System-board and chassis assembly (integrated SAS adapter)
2D29	IBM Flex System 3 Gb SAS ETE adapter
2E16	IBM Flex System 2-port 8 Gb fibre channel adapter
2E28	IBM Flex System 8-port 10 Gb converged adapter
2E37	IBM Flex System 4-port 10 Gb Ethernet adapter
2E3D	IBM Flex System 4-port 1 Gb Ethernet adapter
2E52	IBM Flex System 8-port 10 Gb converged adapter

Controller maintenance analysis procedures:

These procedures are intended to resolve adapter, cache, or disk array problems associated with a controller.

See “Service request numbers (SRNs)” on page 292 to identify which MAP to use.

MAP 3110:

Perform MAP 3110 in the Systems Hardware information center.

MAP 3111:

Perform MAP 3111 in the Systems Hardware information center.

MAP 3112:

Perform MAP 3112 in the Systems Hardware information center.

MAP 3113:

Perform MAP 3113 in the Systems Hardware information center.

MAP 3120:

Perform MAP 3120 in the Systems Hardware information center.

MAP 3121:

Perform MAP 3121 in the Systems Hardware information center.

MAP 3130:

Perform MAP 3130 in the Systems Hardware information center.

MAP 3131:

Perform MAP 3131 in the Systems Hardware information center.

MAP 3132:

Perform MAP 3132 in the Systems Hardware information center.

MAP 3133:

Perform MAP 3133 in the Systems Hardware information center.

MAP 3134:

Perform MAP 3134 in the Systems Hardware information center.

MAP 3135:

Perform MAP 3135 in the Systems Hardware information center.

MAP 3140:

Perform MAP 3140 in the Systems Hardware information center.

MAP 3141:

Perform MAP 3141 in the Systems Hardware information center.

MAP 3142:

Perform MAP 3142 in the Systems Hardware information center.

MAP 3143:

Perform MAP 3143 in the Systems Hardware information center.

MAP 3144:

Perform MAP 3144 in the Systems Hardware information center.

MAP 3145:

Perform MAP 3145 in the Systems Hardware information center.

MAP 3146:

Perform MAP 3146 in the Systems Hardware information center.

MAP 3147:

Perform MAP 3147 in the Systems Hardware information center.

MAP 3148:

Perform MAP 3148 in the Systems Hardware information center.

MAP 3149:

Perform MAP 3149 in the Systems Hardware information center.

MAP 3150:

Perform MAP 3150 in the Systems Hardware information center.

MAP 3152:

Perform MAP 3152 in the Systems Hardware information center.

MAP 3153:

Perform MAP 3153 in the Systems Hardware information center.

MAP 3190:

Perform MAP 3190 in the Systems Hardware information center.

Error logs

The power-on self-test (POST), the hypervisor, and the service processor write errors to the event log of the IBM Chassis Management Module.

The following table shows the syntax of a nine-word B700xxxx system reference code (SRC) as it might be displayed in the event log of the IBM Chassis Management Module (CMM). Additional information for the event can be viewed by clicking **more...** in the message field.

The first word of the SRC in this example is the message identifier B7001111. This example numbers each word after the first word to show relative word positions. The seventh word is the direct select address, which is 77777777 in the example.

Table 13. Nine-word SRC in the CMM event log

Severity	Source	Date	Message	Additional information for event
Critical	Blade_05	Jan 21, 2012 07:15 AM	Node SN#xxxxxxxxxxxx message: (System event) system hardware failure. more...	Firmware. Replace UNKNOWN (5008FECF B7001111 22222222 33333333 44444444 55555555 66666666 77777777 88888888 99999999)

Depending on your operating system and the utilities installed, error messages might also be stored in an operating system log. For more information, see the documentation that comes with the operating system.

Checkout procedure

The checkout procedure is the sequence of tasks that you follow to diagnose a problem in the compute node.

About the checkout procedure

Review this information before performing the checkout procedure.

- Read the Safety topic and the “Installation guidelines” on page 29.
- The firmware diagnostic program provides the primary methods of testing the major components of the compute node. If you are not sure whether a problem is caused by the hardware or by the software, you can use the firmware diagnostic program to confirm that the hardware is working correctly. The firmware diagnostic program runs automatically when the compute node is turned on.
- A single problem might cause more than one error message. When this happens, correct the cause of the first error message. The other error messages usually will not occur the next time you run the diagnostic programs.
- If the compute node hangs on a POST checkpoint, see “POST progress codes (checkpoints)” on page 224. If the compute node is halted and no error message is displayed, see “Troubleshooting by symptom” on page 448 and “Solving undetermined problems” on page 484.
- For intermittent problems, check the management-module event log and “POST progress codes (checkpoints)” on page 224.
- If the compute node front panel shows no LEDs, verify the compute node status and errors in the IBM Flex System Enterprise Chassis Web interface. Also, see “Solving undetermined problems” on page 484.
- If device errors occur, see “Troubleshooting by symptom” on page 448.

Performing the check-out procedure

Follow this procedure to perform the check-out.

About this task

1. Establish a Serial over LAN (SOL) session. For information about starting an SOL session, see the *IBM Chassis Management Module Command-Line Interface Reference Guide*. Continue to Step 2.

Note: If the compute node does not start, see “Troubleshooting by symptom” on page 448.

2. Verify that you have looked up each error code or hung checkpoint and attempted the corrective action before going to the next step:
 - a. If the firmware hangs on an 8 digit progress code, see “POST progress codes (checkpoints)” on page 224.
 - b. If the firmware records an 8 digit error code, see “System reference codes (SRCs)” on page 107.
 - c. If the AIX operating system records a service request number (SRN), see “Service request numbers (SRNs)” on page 292.
 - d. Check the event log. If an error was recorded by the system, see “POST progress codes (checkpoints)” on page 224 or “System reference codes (SRCs)” on page 107.
 - e. If no error was recorded, or if the login prompt appears and you still suspect a problem, continue with the next step.
3. Is the compute node running the AIX operating system?
Yes Record any information or messages that are in the event log, and go to Step 5.
No Go to Step 4.
4. Is the compute node running the Linux operating system?
Yes Record any information or messages that are in the event log, and go to Step 7. If you cannot load the stand-alone diagnostics image, answer this question as No.
No Go to “Solving undetermined problems” on page 484.

5. Perform the following steps:

Note: When possible, run AIX online diagnostics in concurrent mode. AIX online diagnostics perform more functions than the stand-alone diagnostics.

- a. Perform the AIX online diagnostics, see “Starting AIX concurrent diagnostics” on page 444. Record any diagnostic results and see the “Service request numbers (SRNs)” on page 292 to identify the failing component.

Note: When replacing a component, perform system verification for the component. See “Using the diagnostics program” on page 446.

- b. If you cannot perform AIX concurrent online diagnostics, continue to Step 6.

6. Perform the following steps:

- a. Ensure that the device from which you load the stand-alone diagnostics is set as the first device in the compute node boot sequence.
- b. Turn off the system unit power and wait 45 seconds before proceeding.
- c. Turn on the compute node and establish an SOL session.
- d. Check for the following responses:
 - 1) Progress codes are recorded in the event log.
 - 2) Record any messages or diagnostic information that might be in the log.
- e. Load the stand-alone diagnostics. Go to “Starting stand-alone diagnostics” on page 444 or “Starting stand-alone diagnostics from a NIM server” on page 445.
- f. If you have replaced the failing component, perform system verification for the component. See “Using the diagnostics program” on page 446.

This ends the AIX procedure.

7. Perform the following steps:

- a. Ensure that the device from which you load the stand-alone diagnostics is set as the first device in the compute node boot sequence.
- b. Turn off the compute node and wait 45 seconds before proceeding.
- c. Turn on the compute node and establish an SOL session.
- d. Check for the following responses:
 - 1) Progress codes are recorded in the event log.
 - 2) Record any messages or diagnostic information that might be in the log.

Continue with step 8.

8. Load the stand-alone diagnostics. Go to “Starting stand-alone diagnostics” on page 444 or “Starting stand-alone diagnostics from a NIM server” on page 445.

Can you load the stand-alone diagnostics?

No Go to “Solving undetermined problems” on page 484.

Yes Select the resources to be tested and record any SRNs. Then go to “Service request numbers (SRNs)” on page 292.

This ends the Linux procedure.

For more information about installing and using all supported operating systems, search the IBM Support website.

Verifying the partition configuration

Perform this procedure if there is a configuration problem with the system or a logical partition.

Procedure

1. Check the processor and memory allocations of the system or the partition. Processor or memory resources that fail during system startup could cause the startup problem in the partition. Make sure that the processor and memory have enough functioning resources in the system for all the partitions.
2. Check the bus and virtual adapter allocations for the partition. Make sure that the partition has load source and console I/O resources.
3. Make sure that the boot mode partition properties are set to normal.
4. If the problem remains, contact your software service provider for further assistance.

Running the diagnostics program

You can start or run the diagnostics program from the AIX operating system, from a CD, or from a management server.

Starting AIX concurrent diagnostics

Perform this procedure to start AIX concurrent diagnostics from the AIX operating system.

Procedure

1. Log in to the AIX operating system as root user, or use the CE login. See “Creating a CE login” on page 19 for more information. If you need help, contact the system operator.
2. Type diag and press Enter at the operating system prompt to start the diagnostics program and to display its Function Selection menu. See “Using the diagnostics program” on page 446 for more information about running the diagnostics program.
3. When testing is complete, press F3 until the Diagnostic Operating Instructions panel is displayed, and then press F3 to exit the diagnostic program.

Starting stand-alone diagnostics

Perform these procedures to start the stand-alone diagnostics from a CD or flash drive. These procedures can be used if the compute node is running a Linux operating system or if an AIX operating system cannot start the concurrent diagnostics program.

About this task

You can download the latest version of the stand-alone diagnostics from the Standalone Diagnostics CD page.

Procedure

1. Verify with the system administrator and system users that the compute node might be shut down. Stop all programs, and then shut down the operating system and shut down the compute node. See the documentation that comes with your operating system documentation for information about shutting down the operating system.

2. Using the management module Web interface, verify the following items:
 - The compute node firmware is at the latest version.
 - SOL is enabled for the compute node.
 - The CD or DVD drive or USB flash drive is selected as the first boot device for the compute node.
3. Insert diagnostic media.
 - If you are using a stand-alone diagnostics CD, plugin the external optical drive (CD- and DVD-compatible) with a USB connection and insert the stand-alone diagnostics CD into the CD or DVD drive.
 - If you are using a USB flash drive, insert the USB flash drive that has stand-alone diagnostic image copied in it.
4. Turn on the compute node and establish a Serial over LAN (SOL). For information about starting an SOL session, see the *IBM Chassis Management Module Command-Line Interface Reference Guide*.

Note: It can take several minutes to load the stand-alone diagnostics from the CD or flash drive. The window displays Please define the System Console.

5. Type 1 and press Enter to continue.
The Diagnostic Operating Instructions window is shown.
6. Press Enter to continue.
The Function Selection window is shown. See “Using the diagnostics program” on page 446 for more information about running the diagnostics program.

Note: If the Define Terminal window is shown, type the terminal type and press Enter. The use of vs100 as the terminal type is preferred. However, the function keys might not work. In this case, press Esc and the number on the menus. For example, instead of F3, you can press Esc+3.

7. When testing is complete, press F3 until the Diagnostic Operating Instructions window is shown, and then press F3 again to exit the diagnostic program.
8. Remove diagnostic media.
 - If you are using a stand-alone diagnostics CD, remove the CD from the CD or DVD drive.
 - If you are using a USB flash drive, remove the USB flash drive.

Starting stand-alone diagnostics from a NIM server

Perform this procedure to start the stand-alone diagnostics from a Network Installation Management (NIM) server.

About this task

Note: See Network Installation Management in the AIX Information Center for information about configuring the compute node as a NIM server client. Also see the Configuring the NIM Master and Creating Basic Installation Resources Web page.

Procedure

1. Verify with the system administrator and system users that the compute node can be shut down. Stop all programs, and then shut down the operating system and shut down the compute node. See the documentation that comes with your operating system for information about shutting down the operating system.

2. If the system is running in a full-machine partition, turn on the compute node and establish a Serial over LAN (SOL) session. For information about starting an SOL session, see the *IBM Chassis Management Module Command-Line Interface Reference Guide*.
3. Perform the following steps to check the NIM server boot settings:
 - a. When the POST menu is displayed, press 1 to start the SMS utility.
 - b. From the SMS main menu, select **Setup Remote IPL (Initial Program Load)**.
 - c. From the NIC Adapters menu, select the network adapter that is attached to the NIM server.
 - d. From the Network Parameters menu, select **IP Parameters**.
 - e. Enter the client, server, and gateway IP addresses (if applicable), and enter the subnet mask. If there is no gateway between the NIM server and the client, set the gateway address to 0.0.0.0. See your network administrator to determine if there is a gateway.
 - f. If the NIM server is set up to allow pinging the client system, use the Ping Test option on the Network Parameters menu to verify that the client system can ping the NIM server.

Note: If the ping fails, see “Boot problem resolution” on page 447, and then follow the steps for network boot problems.

4. When the ping is successful, start the compute node from the NIM server.
5. Establish an SOL session.

If the Diagnostic Operating Instructions window is shown, the diagnostics program started successfully.

Note: If the AIX login prompt is displayed, the diagnostics program did not load. See “Boot problem resolution” on page 447, and then follow the steps for network boot problems.

6. Press Enter to continue.

The Function Selection window is shown. See “Using the diagnostics program” for more information about running the diagnostics program.

Note: If the Define Terminal window is shown, type the terminal type and press Enter. The use of vs100 as the terminal type is preferred. However, the function keys might not work. In this case, press Esc and the number in the screen menus. For example, instead of F3, you can press Esc+3.

7. When testing is complete, press F3 until the Diagnostic Operating Instructions window is shown, and then press F3 again to exit the diagnostic program.

Using the diagnostics program

Follow the basic procedures for running the diagnostics program.

Procedure

1. Start the diagnostics from the AIX operating system, from a CD, or from a management server. See “Starting AIX concurrent diagnostics” on page 444, “Starting stand-alone diagnostics” on page 444, or “Starting stand-alone diagnostics from a NIM server” on page 445.
2. From the Function Selection menu, perform one of the following tasks using the steps listed:
 - **Problem determination**
 - a. Select **Diagnostic Routines** and press Enter.
 - b. From the Diagnostic Mode Selection menu, select **Problem Determination**.
 - c. Select the resource to be tested, and press F7=Commit.
 - d. Record any results provided and go to “Service request numbers (SRNs)” on page 292 to identify the failure and perform the actions.
 - e. When testing is complete, press F3 to return to the Diagnostic Selection menu. If you want to run another test, press F3 again to return to the Function Selection menu.
 - **System verification**

- a. Select **Diagnostic Routines** and press Enter.
 - b. From the Diagnostic Mode Selection menu, select **System Verification**.
 - c. Select the resource to be tested, and press F7=Commit.
 - d. Record any results provided and go to "Service request numbers (SRNs)" on page 292 to identify the failure and perform the action(s).
 - e. When testing is complete, press F3 to return to the Diagnostic Selection menu. If you want to run another test, press F3 again to return to the Function Selection menu.
- **Task selection**
 - a. Select **Task Selection** and press Enter.
 - b. Select the task to be run and press Enter.
 - c. If the Resource Selection List menu is displayed, select the resource on which the task is to be run and press F7=Commit.
 - d. Follow the instruction for the selected task.
 - e. When the task is complete, press F3 to return to the Task Selection List menu. If you want to run another test, press F3 again to return to the Function Selection menu.
3. When testing is complete, press F3 until the Diagnostic Operating Instructions window is displayed. Then press F3 again to exit the diagnostic program.

Boot problem resolution

Depending on the boot device, a checkpoint might be displayed in the list of checkpoints in the management console for an extended period of time while the boot image is retrieved from the device.

About this task

This situation is particularly true for boot image and network boot attempts.

Note: For network boot attempts, if the system is not connected to an active network, or if there is no compute node configured to respond to the system's boot request, the system will still attempt to boot. Because time-out durations are necessarily long to accommodate retry operations, the system might appear to be hung.

If you suspect a problem loading the boot image, complete the following steps:

Procedure

1. Make sure that your boot list is correct.
 - a. Use the management console to display the boot sequences for the compute nodes in your IBM Flex System Enterprise Chassis.
 - b. Find your compute node on the list that is displayed and make sure that the device from which you are attempting to boot is the first device in the boot sequence. If it is not, select your compute node from the list of compute nodes and change the boot sequence. Power off and then power on your compute node to retry the boot.

Note: If **Network** is selected, the compute node tries to boot from both Ethernet ports on the system board.

- c. If this boot attempt fails, complete the following steps:
 - 1) If you are attempting to boot from the network, go to Step 2.
 - 2) If you are attempting to boot from a hard disk drive, go to Step 3.

2. If you are attempting to boot from the network:
 - a. Make sure that the network cabling to the IBM Flex System Enterprise Chassis network switch is correct.
 - b. Check with the network administrator to make sure that the network is up.
 - c. Verify that the compute node for your system is running and configured to respond to your system.
 - d. Turn the compute node power off, and then turn it on to retry the boot operation.
 - e. If the boot still fails, replace the system-board and chassis assembly.
3. If you are attempting to boot from a hard disk drive:
 - a. Verify that the hard disk drive is installed.
 - b. Select the hard disk drive as the boot device.
 - c. Reload the operating system onto the hard disk drive if the boot attempts from that disk continue to fail.
 - d. If you are not able to load the operating system, replace the suspected hard disk drive.
 - e. Replace the system board, and then retry loading the operating system.

Troubleshooting by symptom

Use the troubleshooting tables to find solutions to problems that have identifiable symptoms.

About this task

If these symptoms relate to shared IBM Flex System Enterprise Chassis resources, see “Solving shared IBM Flex System Enterprise Chassis resource problems” on page 482. If you cannot find the problem in these tables, see “Running the diagnostics program” on page 444 for information about testing the compute node.

If you have just added new software or a new optional device and the compute node is not working, complete the following steps before using the troubleshooting tables:

1. Remove the software or device that you just added.
2. Run the diagnostic tests to determine whether the compute node is running correctly.
3. Reinstall the new software or new device.

Intermittent problems

Identify intermittent problem symptoms and corrective actions.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by “Trained service technician only,” that step must be performed only by a trained service technician.	
Symptom	Action
Intermittent connectivity problems (single compute node)	- Make sure that the network cables are correctly connected in the switch module ports and that the switch module is correctly seated. - Update the network interface card (NIC) device driver or the storage device controller device driver. - See the documentation for the I/O module for resolving connectivity problems.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. • If an action step is preceded by “Trained service technician only,” that step must be performed only by a trained service technician.	
Symptom	Action
Intermittent connectivity problems (two or more compute nodes)	1. Using the diagnostic tools that are provided by the device manufacturer, test the I/O module that the devices are connected to. 2. Attempt to connect one compute node to the network first, and connect other compute nodes, one by one, to try to isolate the problem. 3. Update the I/O module firmware, if necessary. Note: Restarting the compute node and running POST diagnostics on the I/O module might also help isolate the problem; however, this might have other ramifications to the network.
Intermittent external device problems	1. Make sure that the correct device drivers are installed. See the manufacturer's website for documentation. 2. For a USB device: a. Make sure that the device is configured correctly (see “Using the SMS utility” on page 18). b. Connect the device to another port. If using a USB hub, remove the hub and connect the device directly to the compute node. Make sure that the device is configured correctly for the port (see “Using the SMS utility” on page 18).
Intermittent Kernel-based Virtual Machine (KVM) problems	Video problems: 1. Make sure that all cables and the console breakout cable are properly connected and secure. 2. Make sure that the monitor is working properly by testing it on another compute node. 3. Test the console breakout cable on a working compute node to ensure that it is operating properly. Replace the console breakout cable if it is defective. Keyboard problems: Make sure that all cables and the console breakout cable are properly connected and secure. Mouse problems: Make sure that all cables and the console breakout cable are properly connected and secure.
Intermittent unexpected reboot problems	Check for an event code that indicates a compute node restarting. Some correctable errors require that the compute node reboot so that it can disable a device, such as a memory DIMM or a microprocessor to allow the machine to boot properly. See the action plan for the error to resolve the problem.

Connectivity problems

Identify connectivity problem symptoms and the corrective actions to take.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.
- If an action step is preceded by “Trained service technician only,” that step must be performed only by a trained service technician.

Symptom	Action
One or more compute nodes are unable to communicate with the SAN	1. Complete the following items: a. The I/O module is powered on and the appropriate ports are enabled on the I/O module. b. The IBM Chassis Management Module (CMM) has reported that the I/O module has completed POST and that no errors have been reported in the logs. c. The SAN device is powered on and is functional. d. All cables between the I/O module and the SAN device are properly connected and secure, and that the activity LEDs are lit on the appropriate ports. 2. See the documentation for the I/O module for additional information about troubleshooting SAN connectivity or network connectivity problems.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. • If an action step is preceded by “Trained service technician only,” that step must be performed only by a trained service technician.	
Symptom	Action
One compute nodes is unable to connect to the data network	1. Complete the following items: a. The I/O module is powered on and the appropriate ports are enabled on the I/O module. b. All cables between the I/O module and the network device (switch or router) are properly connected and secure, and that the activity LEDs are lit on the appropriate ports. 2. From the compute node operating system, make sure that the network device is active. See the documentation for the operating system for information about viewing network devices. 3. From the compute node operating system, verify the network settings, such as IP address, subnet mask (if applicable), Dynamic Host Configuration Protocol (DHCP) settings, and virtual local area network (VLAN) settings, to ensure that the settings match the settings of the network device. See the documentation for the operating system for information about checking network settings. 4. Ensure that the latest device drivers of the IO cards are installed. 5. Check the IBM Support website for any firmware updates that might apply to this problem. You can view the release notes for a firmware update to determine the problems that are addressed by the update. 6. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31. Check the connectors at the back of the node for bent pins. If the pins are bent, contact IBM Support. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31. 7. Install the compute node in another compute node bay to determine whether the problem remains. See “Installing the compute node in an IBM Flex System Enterprise Chassis” on page 92. If the problem remains, make sure that the compute node is connected to a port that has been enabled and that the VLAN settings enable that port to connect to the network. 8. Check the IBM support website for any service bulletins that are related to network connectivity. 9. Trained service technician only: a. Force the link/duplex speed. b. Check the connectors on the I/O module to ensure that no pins are bent. c. Check the connectors on the chassis midplane to ensure that no pins are bent. See http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.common.nav.doc/chassis.html. d. Remove the I/O module and install a working I/O module in the same I/O bay. e. If the problem is solved, replace the I/O module that you removed. f. If the problem remains, replace the midplane.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. • If an action step is preceded by “Trained service technician only,” that step must be performed only by a trained service technician.	
Symptom	Action
One compute nodes experiences a sudden loss of connectivity	The event is logged in the event log. See the IBM Flex System Manager (FSM) Active Status log (if an FSM is installed), the Hardware Management Console (HMC) Event log (if an HMC is installed), the Integrated Virtualization Manager (IVM) event log (if an IVM is installed), or the CMM event log to determine what actions might be required to resolve this problem.
Two or more compute nodes are unable to communicate during initial setup	1. If you have just updated the firmware for one or more devices in the chassis (such as an I/O module or CMM), install the previous level of firmware. 2. Complete the following items: a. The I/O module is powered on and the applicable ports are enabled in the I/O module. b. All cables between the I/O module and the network device (switch or router) are correctly connected and secure and that the activity LEDs are lit on the applicable ports. 3. From the compute node operating system, make sure that the network device is active. See the documentation for the operating system for information about viewing network devices. 4. From the compute node operating system, verify the network settings, such as IP address, subnet mask (if you are using IPv4), DNS, DHCP settings, and VLAN settings, to ensure that the settings match the settings of the network device. See the documentation for the operating system for information about checking network settings. 5. Check the IBM Support website for any firmware updates that might apply to this problem. You can view the release notes for a firmware update to determine the problems that are addressed by the update. 6. Check the IBM Support website for any service bulletins that are related to network connectivity. 7. Trained service technician only: a. Force the link/duplex speed. b. Check the connectors on the I/O module to ensure that no pins are bent. c. Check the connectors on the chassis midplane to ensure that no pins are bent. See http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.common.nav.doc/chassis.html. d. Remove the I/O module and install a working I/O module in the same I/O bay. e. If the problem is solved, replace the I/O module that you removed. f. If the problem remains, replace the midplane.
Two or more compute nodes experience a sudden loss of connectivity	The event is logged in the event log. See the FSM Active Status log (if an FSM is installed), the Hardware Management Console (HMC) Event log (if an HMC is installed), the event log (if an IVM is installed), or the CMM event log to determine what actions might be required to resolve this problem.

PCI expansion card (PIOCARD) problem isolation procedure

The hardware that controls PCI adapters and PCI card slots detected an error. The direct select address (DSA) portion of the system reference code (SRC) identifies the location code of the failing component.

The following table shows the syntax of a nine-word B700xxxx system reference code (SRC) as it might be displayed in the event log of the IBM Chassis Management Module (CMM). Additional information for the event can be viewed by clicking **more...** in the message field.

The first word of the SRC in this example is the message identifier B7001111. This example numbers each word after the first word to show relative word positions. The seventh word is the direct select address, which is 77777777 in the example.

Table 14. Nine-word SRC in the CMM event log

Severity	Source	Date	Message	Additional information for event
Critical	Blade_05	Jan 21, 2012 07:15 AM	Node SN#xxxxxxxxxxxx message: (System event) system hardware failure. more...	Firmware. Replace UNKNOWN (5008FECF B7001111 22222222 33333333 44444444 55555555 66666666 77777777 88888888 99999999)

Depending on your operating system and the utilities installed, error messages might also be stored in an operating system log. For more information, see the documentation that comes with the operating system.

The Table 15 shows the procedure for isolating which PCI expansion card is failing.

Table 15. PCI expansion card problem isolation procedure

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. • If an action step is preceded by “Trained service technician only,” that step must be performed only by a trained service technician.	
Symptom	Action
A B700xxxx error message indicates a problem with a PCI expansion card.	1. Collect the error log information. 2. Get the DSA, which is word 7 of the associated B700xxxx SRC. 3. Use the hexadecimal value of the DSA to determine the location code of the failing CRU. For the IBM Flex System p270 Compute Node: • If the value is 02000000 or 02100000, the location code is P1-C18. • If the value is 02020000 or 02110000, the location code is P1-C19. 4. Replace the device that you just installed.

Hypervisor problems

The hypervisor provides error diagnostics with associated error codes, isolation procedures, and symbolic failing items for troubleshooting.

Table 16 describes the isolation procedures and the symbolic failing items.

Table 16. Hypervisor isolation procedures and symbolic failing items

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, "Parts listing for IBM Flex System p270 Compute Node," on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
ANYPROC	The failing component is one of the system processors.	Replace the microprocessors, as described in "Removing a microprocessor and heat sink" on page 69 and "Installing a microprocessor and heat sink" on page 75.
CAPACTY	The failing component is the management card.	- Replace the management card, as described in "Removing the management card" on page 58 and "Installing the management card" on page 60. - After replacing the card and installing the compute node in the chassis unit and before rebooting the compute node or performing other operations, ensure that the initialization of the VPD on the management card occurs by waiting for the management module to discover the compute node. Otherwise, the system might fail to perform an initial program load (IPL).
CLCKMOD	The logic oscillator is failing.	Replace the system-board and chassis assembly, as described in "Replacing the system-board and chassis assembly" on page 83.
FRPORT	This item does not apply to compute nodes. Continue with the next item in the failing item list.	
HEA	This item does not apply to compute nodes. Continue with the next item in the failing item list.	
HSL_LNK	This item does not apply to compute nodes. Continue with the next item in the failing item list.	
LICCODE	A firmware problem occurred.	See Isolating firmware problems.
LPARCFG	There is a configuration problem with the system or with a logical partition.	- Perform all actions associated with the other failing items logged with this System reference code (SRC). If that does not resolve the problem, continue with the next step. - Check processor and memory allocations of the system or the partitions. Verify that the processor and memory have enough functioning resources in the system for all of the partitions. Processor or memory have enough functioning resources that failed or were removed during system power on could cause the problem in the partition. - Check the bus and I/O adapter allocations for the partition. Verify that the partition has load source and console I/O resources. - Check the IPL mode of the system or failing partition. - For further assistance, contact IBM Support.

Table 16. Hypervisor isolation procedures and symbolic failing items (continued)

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
LSERROR	An error occurred when the platform Licensed Internal Code attempted to locate the partition's load source.	Choose from the following options: - If the load source is a disk drive or solid-state drive, perform a D-mode IPL. Correct any errors found. - If the load source is not a disk drive or solid-state drive, replace the media. If replacing the media does not work, look for other errors.
MA_BRDG	The multi-adapter bridge hardware is failing.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
MABIP50	This item does not apply to compute nodes. Continue with the next item in the failing item list.	
MABIP51	This item does not apply to compute nodes. Continue with the next item in the failing item list.	
MASBUS	The multi-adapter bridge detected a problem with a connection to a PCI adapter that it controls.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
MEMDIMM	The failing component is one of the memory DIMMs.	- Replace the failing DIMM. See “Removing a DIMM” on page 44 for location information and for the removal procedure. - Install new memory DIMMs, as described in “Installing a DIMM” on page 47. For more information, see “Supported DIMMs” on page 48.
NEXTLVL	Contact IBM Support.	
OPT_CLN	This item does not apply to compute nodes. Continue with the next item in the failing item list.	
PCIE_SW	The PCIe switch might be the failing item.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
PCIEBUS	The PCIe bus might be the failing item.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
PIOCARD	The hardware that controls PCI adapters and PCI card slots detected an error. The direct select address (DSA) portion of the system reference code (SRC) identifies the location code of the failing component.	Use the “PCI expansion card (PIOCARD) problem isolation procedure” on page 453 to determine the failing component.
PRI_PCI	This item does not apply to compute nodes. Continue with the next item in the failing item list.	

Table 16. Hypervisor isolation procedures and symbolic failing items (continued)

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
PSI_LNK	The path to the service processor might be the failing item.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
SICNTRL	This item does not apply to compute nodes. Continue with the next item in the failing item list.	
SIIOADP	The I/O hub or I/O bridge might be failing.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
SLOTUSE	The card in the given slot is not available for use.	- Is the SRC B2002250 or B2002300? No: Continue with step 3. Yes: The first two characters in word 4 of the reference code will identify the platform Licensed Internal Code component that has control of the slot. Continue with the next step. - What is the value of the first two characters of word 4 of the reference code? 02 or 03: The management console has control of the slot. Make sure that management console is not using the slot. This ends the procedure. Other: Contact your next level of support. This ends the procedure. - Is the SRC B2002475? No: Contact your next level of support. This ends the procedure. Yes: Continue with the next step. - Look in the event log for part numbers and location codes associated with the card slot. Note: There will not be a part number if the card slot is empty. Check the server to see if a card is physically present in the card slot. Is a card physically present? No: Use symbolic FRU LPARCFG to reconfigure the card slot so that it is not a required resource to perform a partition IPL. This ends the procedure. Yes: Replace the failing card. This ends the procedure.
SVCDOCS	Read the description of the system reference code (SRC) and perform any actions indicated there. If you have already read and performed the actions in the description, go to the next failing item in the failing item list.	
SVCPROC	The service processor is failing.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.

Table 16. Hypervisor isolation procedures and symbolic failing items (continued)

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
TOPORT	This item does not apply to compute nodes. Continue with the next item in the failing item list.	

Service processor problems

The service processor provides error diagnostics with associated error codes, isolation procedures, and symbolic failing items for troubleshooting.

Note: Resetting the service processor causes a POWER7 reset and reload, which generates a dump. The dump is recorded in the management module event log. The reset and reload dump occurs whenever the service processor resets, such as when resetting the service processor through the management module Web interface or through the management module command-line interface (CLI).

The service processor reports isolation procedures and symbolic failing items to identify specific service actions. The isolation procedures and symbolic failing items are recorded in the management-module event log.

A message with three procedures might be similar to the following example, except that the entry would be on one line in the event log:

```
(SN#YL31W7120029) SYS F/W: CEC Hardware VPD.
See procedure FSPSP07, FSPSP28 then FSP0200
(5000004C B15A3303 22222222 33333333 44444444 55555555
66666666 77777777 88888888 99999999)
```

B15A3303 is the identifier word of the associated system reference code (SRC). The rest of the nine words in the SRC are shown in sequence.

A message that identifies symbolic failing items might be similar to the following example:

```
(SN#YL31W7120029) SYS F/W: Error. Replace PIOCARD then Sys Brd
(500213A0 B7006973 22222222 33333333 44444444 55555555
66666666 77777777 88888888 99999999)
```

A message with multiple isolation procedures or symbolic failing items might be too long to display. In such a case, the message removes SRC words starting with word 2 and inserts an X for every removed word. The following example shows an error log entry that did not have enough room for words 2 and 3:

```
(SN#YL31W7120029) SYS F/W: CEC Hardware VPD.
See procedure FSPSP07, FSPSP28 then FSP0200
(50000014 B15A3303 XX 44444444 55555555 66666666
77777777 88888888 99999999)
```

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
ANYPROC	The failing component is one of the system processors.	Replace the microprocessors, as described in “Removing a microprocessor and heat sink” on page 69 and “Installing a microprocessor and heat sink” on page 75.
CAPACTY	The failing component is the management card.	- Replace the management card, as described in “Removing the management card” on page 58 and “Installing the management card” on page 60. - After replacing the card and installing the compute node in the chassis unit and before rebooting the compute node or performing other operations, ensure that the initialization of the VPD on the management card occurs by waiting for the management module to discover the compute node. Otherwise, the system might fail to perform an initial program load (IPL).
CHSPWR	The compute node lost ac power.	This procedure helps you determine the source of the power loss condition that brought you here. If the system or expansion unit that exhibited the power loss starts normally, or stays powered on after an ac power failure, replacement of parts might not be needed. This is likely caused by one of three scenarios: - If the compute node was disconnected with the power still on, this SRC is generated. If the check log indicator remains on, it can be turned off through the management console (if available). - Power loss to the chassis. This can be caused by a brown-out or the failure of PDUs. The SRC is generated by the compute node, but the problem is not local to the compute node. No compute node hardware requires replacement. - Power lost to the compute node slot only, but power remains on in the other compute nodes in the chassis. In this case a legitimate hardware fail is possible. Other power-related (1100xxxx) SRC's for the compute node are expected to further diagnose and isolate the problem.
CLKMOD	The logic oscillator is failing.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
DTRCARD	Error code 1xxx 267A, 267B, or 267F indicates that the compute node is reporting a problem with the PCI Express (PCIe) expansion card.	- Reseat the PCIe expansion card. - If the problem persists, replace the expansion card. - If the problem persists, go to “Checkout procedure” on page 442. - If the problem persists, replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.
- If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.

Isolation procedure or symbolic failing item	Symptom	Action
FSPSP01	A part vital to a system function has been unconfigured. Review the system error logs for errors that have failing items that are relevant to each reason code.	If replacing parts does not resolve the error, perform one of the following procedures, based on the SRC code that is listed after the FSPSP01 isolation procedure in the failing item list. If the SRC is B1xxB106 The system has detected that the planars are unconfigured. 1. Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83. If the SRC is B1xxB107 or B1xxB108 The system has detected a problem with a clock card. 1. Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83. If the SRC is B1xxB10C or B1xxB10D The system has detected an unconfigured memory controller that is required for the system to function, or it has detected that there is not enough memory or that the memory is plugged in incorrectly. 1. Use the Advanced System Management Interface (ASMI) to determine if the memory controller is unconfigured. Note: To perform this operation, your authority level must be administrator or authorized service provider. a. On the ASMI Welcome pane, specify your user ID and password, and click Log In. b. In the navigation area, expand System Service Aids > Deconfiguration Records. c. Is the memory controller unconfigured? • Yes: Contact your next level of support. • No: Continue with the next step. 2. Ensure the memory is plugged correctly. See “Supported DIMMs” on page 48. Is the memory plugged correctly? • Yes: Go to step 4. • No: Correct the memory plugging problem and continue with the next step. 3. Install the compute node into the IBM Flex System Enterprise Chassis and restart the compute node to verify whether the problem is solved. Does the problem persist? • Yes: Continue with the next step. • No: This ends the procedure.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.
- If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.

Isolation procedure or symbolic failing item	Symptom	Action
		4. Perform the following steps: a. Reseat all of the memory DIMMs but do not replace any memory DIMMs at this time. Reseat the memory DIMMs as described in “Installing a DIMM” on page 47. b. Install the compute node into the IBM Flex System Enterprise Chassis and restart the compute node to verify whether the problem is solved. Does the problem persist? • Yes: Continue with the next step. • No: This ends the procedure. 5. Perform the following steps: a. Replace the first memory DIMM pair. b. Install the compute node into the IBM Flex System Enterprise Chassis and restart the compute node to verify whether the problem is solved. Does the problem persist? • Yes: Repeat this step and replace the next memory DIMM pair. If you have replaced all of the memory DIMM pairs, then continue with the next step. • No: This ends the procedure. 6. Perform the following steps: a. Replace the microprocessor at location P1-C22. b. Does the problem persist? • Yes: Continue with the next step. • No: This ends the procedure. c. Is a second microprocessor present? • Yes: Continue with the next step. • No: Replace the system-board and chassis assembly. This ends the procedure. d. Replace the microprocessor at location P1-C23. Does the problem persist? • Yes: Replace the system-board and chassis assembly. This ends the procedure. • No: This ends the procedure. If the SRC is B1xxB110 or B1xxB111 The system has detected that all of the I/O bridges are unconfigured. 1. Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
FSPSP02	This procedure is for boot failures that end early in the boot process or when the management card or the VPD data on the management card is not operational or is not present.	1. Replace the management card, as described in “Removing the management card” on page 58 and “Installing the management card” on page 60. 2. After replacing the card and installing the compute node in the chassis unit and before rebooting the compute node or performing other operations, ensure that the initialization of the VPD on the management card occurs by waiting for the management module to discover the compute node. Otherwise, the system might fail to perform an initial program load (IPL). 3. If the problem persists, replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP03	A system operator or user error has occurred.	Refer to the documentation for the function you were attempting to perform.
FSPSP04	A problem has been detected in the service processor firmware.	1. Perform a firmware update. See “Updating the firmware” on page 16. 2. If the problem persists, replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP05	The service processor has detected a problem in the platform firmware.	1. Perform a firmware update. See “Updating the firmware” on page 16. 2. If the problem persists, replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP06	The service processor reported a suspected intermittent problem.	Contact your next level of support.
FSPSP07	The time of day has been reset to the default value.	1. Use the chdate command to set the Virtual I/O Server date and time by using one of the following syntax statements: <pre>chdate [-year YYYY] [-month mm] [-day dd] [-hour HH] [-minute MM] [-timezone TZ] chdate mmddHHMM[YYyy yy] [-timezone TZ]</pre> 2. If the problem persists, replace the battery, as described in “Removing the battery” on page 56 and “Installing the battery” on page 56.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.
- If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.

Isolation procedure or symbolic failing item	Symptom	Action
FSPSP09	A problem has been detected with a memory DIMM, but it cannot be isolated to a specific memory DIMM.	Replace the failing item after this isolation procedure in the failing item list. If the failing item that is listed is a DIMM, complete the following steps: 1. Replace both memory DIMMs of the pair: DIMM 1 (P1-C1) Replace DIMMs 1 and 2. DIMM 2 (P1-C2) Replace DIMMs 1 and 2. DIMM 3 (P1-C3) Replace DIMMs 3 and 4. DIMM 4 (P1-C4) Replace DIMMs 3 and 4. DIMM 5 (P1-C5) Replace DIMMs 5 and 6. DIMM 6 (P1-C6) Replace DIMMs 5 and 6. DIMM 7 (P1-C7) Replace DIMMs 7 and 8. DIMM 8 (P1-C8) Replace DIMMs 7 and 8. DIMM 9 (P1-C9) Replace DIMMs 9 and 10. DIMM 10 (P1-C10) Replace DIMMs 9 and 10. DIMM 11 (P1-C11) Replace DIMMs 11 and 12. DIMM 12 (P1-C12) Replace DIMMs 11 and 12. DIMM 13 (P1-C13) Replace DIMMs 13 and 14. DIMM 14 (P1-C14) Replace DIMMs 13 and 14. DIMM 15 (P1-C15) Replace DIMMs 15 and 16. DIMM 16 (P1-C16) Replace DIMMs 15 and 16.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
		2. See “Removing a DIMM” on page 44 for location information and the removal procedure. 3. Install new memory DIMMs, as described in “Installing a DIMM” on page 47.
FSPSP10	The failing item that follows this procedure in the failing item list is not valid or is missing for this system's configuration.	1. If there is only one failing item after this FSPSP10 isolation procedure in the failing item list: - Verify that the failing item is installed, connected, and seated properly. - If the failing item is seated properly and the problem persists, replace the failing item. - If the failing item is missing, add the item. 2. If multiple failing items are listed, they have identical serial numbers. Remove all but one of the failing items.
FSPSP11	The service processor has detected an error in the system unit.	1. Perform a firmware update. See “Updating the firmware” on page 16. 2. If the problem persists, replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP12	The DIMM that was in the failing item list did not correct the memory error.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP14	The service processor cannot establish communication with the compute node firmware. The compute node firmware will continue to run the system and partitions while it attempts to recover the communications. Compute node firmware recovery actions will continue for approximately 30 - 40 minutes.	1. View the event log in the management module to locate the SRC and the time that the event was logged. See “Error logs” on page 441. If progress codes are being displayed, the compute node firmware was able to reset the service processor and solve the problem. 2. Record the time the log was created or when you first noticed this SRC. 3. If progress codes are not being displayed, examine the management module event log to see if an A7006995 SRC has been displayed. If an A7006995 SRC has been displayed, the compute node is powering off partitions and attempting a compute node dump. Follow the action in the A7006995 SRC description if the partitions do not power down as requested. 4. If an A7006995 SRC has not been displayed, has the A1xx SRC remained for more than 40 minutes? If so, the compute node firmware could not begin powering down the partitions. Contact your next level of support to assist in attempting to power down any remaining partitions and forcing a compute node dump. Collect the dump for support and power off and power on the compute node. 5. If an A1xx SRC has not remained more than 40 minutes, contact your next level of support.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
FSPSP16	Save any error log and dump data and contact your next level of support for assistance.	Contact your next level of support.
FSPSP17	An uncorrectable system error has occurred.	Look for other serviceable events. Use the SRC indicated to determine and fix any problems.
FSPSP18	A problem has been detected in the platform Licensed Internal Code.	- Perform a firmware update. See “Updating the firmware” on page 16. - If the problem persists, replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP20	A failing item has been detected by a hardware procedure.	Contact your next level of support.
FSPSP22	The system has detected that a processor chip is missing from the system configuration because JTAG lines are not working.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP23	The system needs to perform a service processor dump.	- Log into the Advanced System Management Interface (ASMI) as the admin user (or with the celogin user ID). - Click System Service Aids > Service Processor Dump. - Click Initiate Dump. - Contact your authorized service provider for instructions about how to report the dump.
FSPSP24	The system is running in a degraded mode. Array bit steering might be able to correct this problem without replacing hardware.	- Power off the compute node, as described in “Turning off the compute node” on page 11. - Remove the compute node from the IBM Flex System Information Center and reinsert the compute node into the IBM Flex System Information Center. - Power on the compute node, as described in “Turning on the compute node” on page 10. - If the problem persists, replace the failing item that is in the failing item list after this procedure.
FSPSP27	A problem has been detected on an attention line.	Replace the failing item that precedes this isolation procedure in the failing item list. If the failing item does not correct the problem, contact your next level of support.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
FSPSP28	The resource ID of the failing item could not be found in the vital product data (VPD) table.	- Find another item in the failing item list that reads "FSPxxxx" where xxxx is a 4-digit hexadecimal number that represents the resource ID. Record the resource ID and the model of the system. - Contact your next level of support to find out which failing item the resource ID represents. - Replace the failing item that the resource ID represents.
FSPSP29	The system has detected that all I/O bridges are missing from the system configuration.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP30	A problem has been encountered accessing the management card or the vital product data (VPD) found on the management card has been corrupted. This error occurred before the VPD collection was completed, so no location codes have been created.	- Replace the management card, as described in “Removing the management card” on page 58 and “Installing the management card” on page 60. - After replacing the card and installing the compute node in the chassis unit and before rebooting the compute node or performing other operations, ensure that the initialization of the VPD on the management card occurs by waiting for the management module to discover the compute node. Otherwise, the system might fail to perform an initial program load (IPL). - If the problem persists, replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP31	The service processor has detected that one or more of the required fields in the system VPD has not initialized.	This procedure must be performed by an authorized service provider and requires a celogin user ID. If you are not an authorized service provider, contact your next level of support. - Access the Advanced System Management Interface (ASMI). Expand System Configuration > Program Vital Product Data. Set the system VPD values as required. This action automatically resets the service processor. - Power on the compute node, as described in “Turning on the compute node” on page 10.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.
- If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.

Isolation procedure or symbolic failing item	Symptom	Action
FSPSP32	The enclosure has one of the following problems: • The enclosure VPD cannot be found. • The enclosure serial number is not programmed. • The enclosure feature code is not programmed.	Record the reason code, which is the last 4 digits of the first word from the SRC. Perform one of the following procedures based on the value of the reason code: • Reason code A46F 1. Perform a firmware update. See “Updating the firmware” on page 16. 2. If the problem persists, replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83. • Reason code A460 This procedure must be performed by an authorized service provider and requires a celogin user ID. If you are not an authorized service provider, contact your next level of support. 1. Access the Advanced System Management Interface (ASMI). Expand System Configuration > Program Vital Product Data. Set the enclosure serial number. This action automatically resets the service processor. 2. Power on the compute node, as described in “Turning on the compute node” on page 10. • Reason code A45F This procedure must be performed by an authorized service provider and requires a celogin user ID. If you are not an authorized service provider, contact your next level of support. 1. Access the Advanced System Management Interface (ASMI). Expand System Configuration > Program Vital Product Data. Set the enclosure feature code. This action automatically resets the service processor. 2. Power on the compute node, as described in “Turning on the compute node” on page 10. If you do not see your reason code listed, contact your next level of support.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
FSPSP34	The memory cards are plugged in an invalid configuration and cannot be used by the system.	Install a DIMM for each of the dual processors on the IBM Flex System p270 Compute Node. Install the first pair in DIMM connectors 1 and 2. Look for the following error codes in order. Follow the procedure for the first code you find. SRC B1xx C02A A memory card is missing from the system. The additional parts in the failing item list include all memory cards in the group with the missing card. To correct the error, visually check the system to determine which card is missing, and add the card. SRC B1xx C029 A memory card is a different type than the other memory cards in the same group. The additional parts in the failing item list include all memory cards in the group that contain the error. To correct the error, exchange the memory cards of the incorrect type with those of the correct type. SRC B1xx C02B A group of memory cards is missing and is required so that other memory cards on the board can be configured. The additional parts in the failing item list include all the missing memory cards in the group. To correct the error, add or move the memory cards to the correct locations. SRC B1xx C036 A memory card is not supported in this system. The additional parts in the failing item list include all memory cards in the group that contain the unsupported cards. To correct the error, remove the unsupported cards from the system or replace them with the correct type.
FSPSP35	The system has detected a problem with a memory controller.	Enable redundant utilization by performing the following procedure: - Power off the compute node, as described in “Turning off the compute node” on page 11. - Remove the compute node from the IBM Flex System Information Center and reinsert the compute node. - Power on the compute node, as described in “Turning on the compute node” on page 10.
FSPSP38	The system has detected an error within the JTAG path.	Replace the failing item that is before this isolation procedure in the failing item list. If the failing item that you replace does not correct the problem, contact your next level of support.
FSPSP42	An error communicating between two system processors was detected.	Contact your next level of support.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved.
- See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs.
- If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.

Isolation procedure or symbolic failing item	Symptom	Action
FSPSP45	The system has detected an error within the FSI path.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP46	Some corrupt areas of flash or RAM have been detected on the service processor.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP47	The system has detected an error within the PSI link.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP48	A diagnostics function detects an external processor interface problem.	If the failing items preceding this isolation procedure in the failing item list do not fix the problem, contact your next level of support.
FSPSP49	A diagnostic function detects an internal processor interface problem.	If the failing items preceding this isolation procedure in the failing item list do not fix the problem, contact your next level of support.
FSPSP50	A diagnostic function detects a connection problem between a processor chip and a GX chip.	If the failing items preceding this isolation procedure in the failing item list do not fix the problem, contact your next level of support.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. • If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
FSPSP51	Runtime diagnostics has detected a memory bus correctable error that exceeds the threshold. The memory bus correctable error does not threaten the system operation at the moment; however, the system is operating in a degraded mode.	Replace the failing item after this isolation procedure in the failing item list. If the failing item that is listed is a DIMM, complete the following steps: 1. Replace both memory DIMMs of the pair: DIMM 1 (P1-C1) Replace DIMMs 1 and 2. DIMM 2 (P1-C2) Replace DIMMs 1 and 2. DIMM 3 (P1-C3) Replace DIMMs 3 and 4. DIMM 4 (P1-C4) Replace DIMMs 3 and 4. DIMM 5 (P1-C5) Replace DIMMs 5 and 6. DIMM 6 (P1-C6) Replace DIMMs 5 and 6. DIMM 7 (P1-C7) Replace DIMMs 7 and 8. DIMM 8 (P1-C8) Replace DIMMs 7 and 8. DIMM 9 (P1-C9) Replace DIMMs 9 and 10. DIMM 10 (P1-C10) Replace DIMMs 9 and 10. DIMM 11 (P1-C11) Replace DIMMs 11 and 12. DIMM 12 (P1-C12) Replace DIMMs 11 and 12. DIMM 13 (P1-C13) Replace DIMMs 13 and 14. DIMM 14 (P1-C14) Replace DIMMs 13 and 14. DIMM 15 (P1-C15) Replace DIMMs 15 and 16. DIMM 16 (P1-C16) Replace DIMMs 15 and 16.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
		2. See “Removing a DIMM” on page 44 for location information and the removal procedure. 3. Install new memory DIMMs, as described in “Installing a DIMM” on page 47.
FSPSP53	A network error occurred between the service processor and the network switch that is on the compute node.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP54	A processor over-temperature was detected. Check for environmental problems before replacing any parts.	1. Measure the ambient room temperature to see if it is within the upper limit of the normal operating range. The upper limit is less than 35° C or 95° F. If the temperature exceeds this limit, you must lower the room temperature until it is within the limit. When the temperature is within range, retry the operation. 2. If the temperature is within the acceptable range, check the front and rear of the IBM Flex System Enterprise Chassis to verify that both areas are free of obstructions that impede the airflow. If there are obstructions, you must clear the obstructions. Also, clean the air inlets and exits in the IBM Flex System Enterprise Chassis drawer as required. If you cleared obstructions, retry the operation. 3. Verify that the fans in the IBM Flex System Enterprise Chassis are working correctly. If they are not, replace fans that are not turning or that are turning slowly. If you replace fans, wait for the unit to cool and retry the operation. 4. If the cooling components are functioning correctly, replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
FSPSP84	A problem has been detected in the connection with the IBM Chassis Management Module (CMM).	If the reference code is B1818BC1, the service processor was reset but the problem was not resolved. The service processor is no longer accessible. Perform the following actions one at a time until the problem is resolved: 1. Reseat the compute node. 2. Move the compute node to a different location in the chassis. 3. Perform a firmware update. See “Updating the firmware” on page 16. If these actions do not resolve the problem, contact your next level of support. If the reference code is B1818BC2, the service processor was reset, which should resolve the problem. If problems persist, perform a firmware update. See “Updating the firmware” on page 16. If that does not resolve the problem, contact your next level of support.

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
IOBRDG	The failing component is the RIO/HSL I/O bridge on the IPL path.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
IOHUB	The failing component is the RIO/HSL network interface card (NIC) on the IPL path.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
I2CBUS	The failing component is the I2C bus.	Read the description of the system reference code (SRC) and perform any actions indicated there. If that does not resolve the problem, replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
MEMBRD	The failing component is the board that the memory DIMMs plug into.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
MEMCTLR	The failing component is one of the memory controllers.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
MEMDIMM	The failing component is one of the memory DIMMs.	- Replace the failing DIMM. See “Removing a DIMM” on page 44 for location information and for the removal procedure. - Install new memory DIMMs, as described in “Installing a DIMM” on page 47. For more information, see “Supported DIMMs” on page 48.
NO12VDC	Error code 1xxx2647 indicates that the compute node is reporting that 12V dc is not present on the IBM Flex System Enterprise Chassis midplane.	- Check the management-module event log for entries that indicate a power problem with the IBM Flex System Enterprise Chassis. - Resolve any problems. - Power off the compute node, as described in “Turning off the compute node” on page 11. - Remove the compute node from the IBM Flex System Enterprise Chassis, and then reinsert the compute node. - Power on the compute node. - Monitor the compute node operation to verify that the problem is solved. - If the IBM Flex System Enterprise Chassis is functioning normally but the 1xxx2647 problem persists, replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. • If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Isolation procedure or symbolic failing item	Symptom	Action
NODEPL	The failing component is the node midplane.	Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.
TOD_BAT	The battery for the time-of-day battery is low or failing.	Replace the battery, as described in “Removing the battery” on page 56 and “Installing the battery” on page 56.
TPMD_OV	The thermal power management firmware has detected that the system is operating without power supply redundancy. The maximum power limit based on the compute node configuration was reached and action was taken to reduce power consumption.	1. Check the Active Status log from the IBM Flex System Manager or the Event log from the Hardware Management Console (HMC), or the application log from the Integrated Virtualization Manager (IVM) for any events related to power and resolve them. You can access the Active Status log or the Event log from the Chassis Manager. 2. Check the power management policy that is in place for the IBM Flex System Enterprise Chassis. The power management policy can affect the amount of power that is available to a compute node, which can cause the compute node to reduce power consumption. 3. Replace the system-board and chassis assembly, as described in “Replacing the system-board and chassis assembly” on page 83.

Software problems

Use this information to recognize software problem symptoms and to take corrective actions.

• Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. • See Chapter 7, “Parts listing for IBM Flex System p270 Compute Node,” on page 95 to determine which components are CRUs and which components are FRUs. • If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.	
Symptom	Action
You suspect a software problem.	1. To determine whether the problem is caused by the software, complete the following items: • The compute node has the minimum memory that is needed to use the software. For memory requirements, see the information that comes with the software. Note: If you have just installed an adapter or memory, the compute node might have a memory-address conflict. • The software is designed to operate on the compute node. • Other software works on the compute node. • The software works on another compute node. 2. If you received any error messages when using the software, see the information that comes with the software for a description of the messages and suggested solutions to the problem. 3. Contact your place of purchase of the software. 4. To check the operating system logs for information about the source of the error, first check the ServerProven plan and then complete the following items: a. For AIX: To view a summary of the error log, use the errpt command. To view a formatted report of the data for the errors in the log, use the errpt-a command. b. For Linux: The /var/log/messages text file should be retrieved and filtered or viewed as necessary. There are no standardized analysis tools, but scripts can be written to simplify the view to what you need. c. For IBM i: Existing problem log entries are available through the WRKPRB command. To create a new log entry, use the ANZPRB command.

Light path diagnostics

Light path diagnostics is a system of LEDs on the control panel and on the system board of the compute node. When an error occurs, LEDs are lit throughout the compute node. If the control panel indicates an error, use the descriptions of the LEDs to diagnose the problem and to take corrective action.

LEDs are available for the following components:

- Battery
- SAS disk drive
- SSD
- Management card
- Memory modules (DIMMs)
- Microprocessors
- Network adapter
- System-board and chassis assembly

Viewing the light path diagnostic LEDs

After reading the required safety information, look at the control panel to determine whether the LEDs indicate a suboptimal condition or an error.

About this task

View the system LEDs remotely through the Chassis Manager in the web interface of the IBM Flex System Manager management software. To view the system LEDs remotely by using the Hardware Management Console (HMC), see LED Status. To view the system LEDs status by using the Integrated Virtualization Manager (IVM), see IVM lsled command. The main LED page shows the external LEDs on the compute node. The internal compute node LEDs are also available through a link from the LED page. This function enables you to see the status of the internal LEDs on the compute node without having to turn off the compute node, remove it from the chassis, and activate the light path indications.

Before working inside the compute node to view light path diagnostic LEDs, see the Safety topic and the “Handling static-sensitive devices” on page 30 guidelines.

If an error occurs, view the light path diagnostic LEDs in the following order:

Procedure

1. Look at the control panel on the front of the compute node. See “Compute node control panel button and LEDs” on page 9.
 - If the check log LED is lit, it indicates that information about a suboptimal condition in the compute node is available in the management-module event log.
 - If the enclosure fault LED is lit, it indicates that an error occurred and that you can proceed to the next step.
2. If an error occurred, view the light path diagnostics panel and LEDs:
 - a. Shut down the operating system on all partitions of the compute node, turn off the compute node, and remove the compute node from the IBM Flex System Enterprise Chassis. See “Removing the compute node from an IBM Flex System Enterprise Chassis” on page 31.
 - b. Place the compute node on a flat, static-protective surface.
 - c. Remove the cover from the compute node.
 - d. Press and hold the power-control button on the front panel to relight the LEDs that were lit before you removed the compute node from the IBM Flex System Enterprise Chassis. The LEDs will remain lit for as long as you press the power-control button, to a maximum of 30 seconds.

The following figure shows LEDs on the IBM Flex System p270 Compute Node.

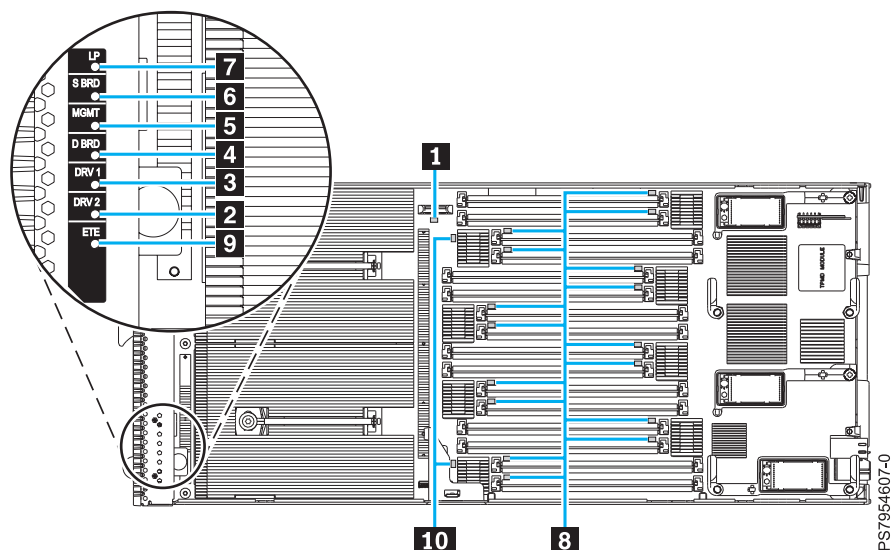


Figure 53. LED locations on the system board of the IBM Flex System p270 Compute Node

The following table identifies the light path diagnostic LEDs.

Table 17. IBM Flex System p270 Compute Node LEDs

Callout	Unit LEDs
1	3 V lithium battery LED
2	DRV2 LED (HDD or SSD)
3	DRV1 LED (HDD or SSD)
4	Drive board LED (solid-state drive interposer, which is integrated in the cover)
5	Management card LED
6	System board LED
7	Light path power LED
8	DIMM LEDs
9	I/O expansion card ETE connector LED
10	Microprocessor LEDs

Light path diagnostics LEDs

Use the descriptions of the LEDs to diagnose the problem and to take corrective action.

Table 18 describes the LEDs on the system board and the suggested actions for correcting any detected problems.

Table 18. Light path diagnostic LED information for the IBM Flex System p270 Compute Node

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, "Parts listing for IBM Flex System p270 Compute Node," on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Light path diagnostics LED is lit	Description	Action
None	An error occurred and cannot be isolated, or the service processor failed.	An error occurred that is not represented by a light path diagnostics LED. Check the event log for information about the error.
Battery error P1-E1	A battery error occurred.	Replace the battery, as described in "Removing the battery" on page 56 and "Installing the battery" on page 56.
DIMM x error P1-C1 DIMM 1 P1-C2 DIMM 2 P1-C3 DIMM 3 P1-C4 DIMM 4 P1-C5 DIMM 5 P1-C6 DIMM 6 P1-C7 DIMM 7 P1-C8 DIMM 8 P1-C9 DIMM 9 P1-C10 DIMM 10 P1-C11 DIMM 11 P1-C12 DIMM 12 P1-C13 DIMM 13 P1-C14 DIMM 14 P1-C15 DIMM 15 P1-C16 DIMM 16	A memory error occurred.	- Verify that the DIMM indicated by the lit LED is a supported memory module, as described on the ServerProven website. - Replace the DIMM indicated by the lit LED, as described in "Removing a DIMM" on page 44 and "Installing a DIMM" on page 47. Note: Multiple DIMM LEDs do not necessarily indicate multiple DIMM failures. If more than one DIMM LED is lit, replace one DIMM at a time until the error goes away.
Drive 1 error P1-D1 P1-C33-D1	An error occurred on drive 1.	Replace the disk drive or solid-state drive. See "Removing a SAS hard disk drive" on page 36 or "Removing a SATA solid-state drive" on page 42.
Drive 2 error P1-D2 P1-C33-D2	An error occurred on drive 2.	Replace the solid-state drive. See "Removing a SATA solid-state drive" on page 42.

Table 18. Light path diagnostic LED information for the IBM Flex System p270 Compute Node (continued)

- Follow the suggested actions in the order in which they are listed in the Action column until the problem is solved. - See Chapter 7, "Parts listing for IBM Flex System p270 Compute Node," on page 95 to determine which components are CRUs and which components are FRUs. - If an action step is preceded by Trained service technician only, that step must be performed only by a trained service technician.		
Light path diagnostics LED is lit	Description	Action
I/O expansion adapter P1-C18 P1-C19	An I/O expansion ETE adapter error occurred	- Make sure that the network adapter is supported. - Replace the network adapter, as described in "Removing an I/O expansion adapter" on page 49 and "Installing an I/O expansion adapter" on page 52. If you are still having problems, see the ServerProven website.
I/O expansion ETE adapter error P1-C20	A SAS adapter error occurred	- Make sure that the SAS adapter is supported. - Replace the SAS adapter, as described in "Removing an I/O expansion adapter" on page 49 and "Installing an I/O expansion adapter" on page 52. If you are still having problems, see the ServerProven website.
Management card error P1-C21	A system board error occurred.	Replace the management card assembly, as described in "Removing the management card" on page 58 and "Installing the management card" on page 60.
Microprocessor error P1-C22 P1-C23	A microprocessor error occurred.	Replace the microprocessor, as described in "Removing a microprocessor and heat sink" on page 69 and "Installing a microprocessor and heat sink" on page 75.
System board error P1	A system-board and chassis assembly error has occurred. A microprocessor failure shows up as a system-board and chassis assembly error.	- Replace the compute node cover, reinsert the compute node in the IBM Flex System Enterprise Chassis, and then restart the compute node. - Check the event log for information about the error. - Replace the system-board and chassis assembly, as described in "Replacing the system-board and chassis assembly" on page 83.

Isolating firmware problems

You can use this procedure to isolate firmware problems.

About this task

To isolate a firmware problem, follow the procedure until the problem is solved.

Procedure

1. If the compute node is operating, shut down the operating system. Use the CMM to perform a virtual reseal. If the problem no longer occurs, no further action is necessary. You are finished with this procedure.
2. Start the PERM image. See “Starting the PERM image” on page 480.
3. Verify the system firmware levels. See “Verifying the system firmware levels” on page 18.
4. Choose one of the following options:
 - Remain on the current firmware level. See “Recovering the TEMP image from the PERM image” on page 481.
 - Check the RETAIN tips and code change history. If a firmware update is needed, see “Updating the firmware” on page 16.
5. If the problem is not resolved, contact your next level of support.

Save vfchost map data

Before you replace physical components on your compute node, it might be necessary to first save the original virtual Fibre Channel vfchost data of your compute node.

Procedure

To save the original vfchost data and the original physical Fibre Channel adapter port (fcs) location codes, complete the following steps by using the **padmin** user account:

1. To save the original vfchost data, use the **lsmap** command as follows. Enter the command from the command-line interface on the source Virtual I/O Server (VIOS):

```
lsmap -all -npiv | tee lsmap_OUTPUT_before
```

The output might look like the following example:

Name	Physloc	CIntID	CIntName	CIntOS
vfchost1	U7895.42X.99999999-V1-C32	3		
Status	NOT_LOGGED_IN			
FC name	fcs1			
Ports logged in	0			
Flags	4<NOT_LOGGED>			
VFC client name				VFC client DRC

Name	Physloc	CIntID	CIntName	CIntOS
vfchost2	U7895.42X.99999999-V1-C33	4	cli_lpar_1	AIX
Status	LOGGED_IN			
FC name	fcs0			
Ports logged in	1			
Flags	a<LOGGED_IN,STRIP_MERGE>			
VFC client name	fcs1			VFC client DRC:U9999.999.99999999-V4-C32-T1

In this example, the original serial number is represented as startSN.

2. To save the location code information for each Fibre Channel adapter (fcs), enter the **lsdev** command as follows:

```
lsdev -vpd | grep fcs | tee LSDEV_OUTPUT_before
```

The output might look like the following example:

```
fcs0 U78AF.001.startSN-P1-C35-L1-T1 Dual Port 8Gb FC Mezzanine Card (7710322577107501)
fcs1 U78AF.001.startSN-P1-C35-L1-T2 Dual Port 8Gb FC Mezzanine Card (7710322577107501)
```

In this example, the original serial number is represented as startSN.

Restore vfchost map data

After you replace physical components on your compute node, you must review the virtual Fibre Channel vfchost mapping. If the vfchost mapping has changed after component replacement, you must restore the mapping.

Before you begin

To restore vfchost data, you must have first saved the original vfchost data and the physical Fibre Channel adapter (fcs) location code information. For information, see “Save vfchost map data” on page 478.

Procedure

To restore the vfchost mapping data, use the third field of the Fibre Channel adapter (fcs) location codes, which is the serial number field, and compare the new Fibre Channel adapter (fcs) location codes to the original location codes. Perform a **vfcmmap** of the new Fibre Channel adapter (fcs) to the appropriate vfchost.

To restore the vfchost mapping data, complete the following steps by using the **padmin** user account:

1. To save the new Fibre Channel adapter (fcs) location codes, use the **lsdev -vpd** command as follows. Enter the command from the command-line interface on the source Virtual I/O Server (VIOS):

```
lsdev -vpd | grep fcs | tee LSDEV_OUTPUT_after1
```

The output might look like the following example:

```
fcs0 U78AF.001.startSN-P1-C35-L1-T1 Dual Port 8Gb FC Mezzanine Card (7710322577107501)
fcs1 U78AF.001.startSN-P1-C35-L1-T2 Dual Port 8Gb FC Mezzanine Card (7710322577107501)
```

2. To associate the new fcsx adapter to the old fcsx adapter use the adapter slot number. Enter the **grep** command as shown in the example below:

```
grep "P1-C35-L1-T1" LSDEV_OUTPUT_before LSDEV_OUTPUT_after
```

The output might look like the following example:

```
LSDEV_OUTPUT_before:
fcs0 U78AF.001.startSN-P1-C35-L1-T1 Dual Port 8Gb FC Mezzanine Card (7710322577107501)
LSDEV_OUTPUT_after1:
fcs0 U78AF.001.newSN99-P1-C35-L1-T1 Dual Port 8Gb FC Mezzanine Card (7710322577107501)
```

In this example, the original serial number is represented as startSN, the new serial number is represented as newSN99, and the fcsx remained fcs0; therefore, fcs0 will be mapped to the vfchost.

3. To restore the new fcsx device to the correct vfchost, enter the **vfcmmap** command as follows:

```
vfcmmap -vadapter vfchost0 -fcp fcs0
```

4. To check the vfchost mapping, enter the **lsmmap** command as follows:

```
lsmmap -vadapter vfchost2 -npiv
```

The output might look like the following example:

Name	PhysLoc	CIntID	CIntName	CIntOS
vfchost2	U7895.42X.99999999-V1-C33	4		

Status	NOT_LOGGED_IN	
FC name	fcs0	FC loc code:U78AF.001.newSN99-P1-C35-L1-T1
Ports logged in	0	
Flags	4<NOT_LOGGED>	
VFC client name		VFC client DRC

In this example, the new serial number is represented as newSN99.

Recovering the system firmware

The system firmware is contained in separate temporary and permanent images in the flash memory of the compute node. These images are referred to as TEMP and PERM, respectively. The compute node normally starts from the TEMP image, and uses the PERM image as a backup. If the TEMP image becomes damaged, such as from a power failure during a firmware update, you can recover the TEMP image from the PERM image.

About this task

If your system hangs, start the PERM image. See “Starting the PERM image.”

Starting the PERM image

You can force the compute node to start the permanent (PERM) image.

About this task

To force the compute node to start the PERM image, see http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.psm.hosts.doc/dpsm_managing_hosts_power_firmware.html.

Starting the TEMP image

The system firmware is contained in separate temporary and permanent images in the flash memory of the compute node. These images are referred to as TEMP and PERM, respectively. The compute node normally starts from the TEMP image. Start the TEMP image before you update the firmware.

About this task

To start the TEMP image, see http://publib.boulder.ibm.com/infocenter/flexsys/information/topic/com.ibm.acc.psm.hosts.doc/dpsm_managing_hosts_power_firmware.html.

Recovering the TEMP image from the PERM image

To recover the TEMP image from the PERM image, you must perform the reject function. The reject function copies the PERM image into the TEMP image.

About this task

To perform the reject function, complete the following steps:

Procedure

1. If you have not started the system from the PERM image, do so now. See “Starting the PERM image” on page 480.
2. Issue the appropriate command for your operating system to reject the TEMP image:
 - If you are using the Red Hat Enterprise Linux or SUSE Linux operating system, type the following command:
`update_flash -r`
 - If you are using the AIX operating system, type the following command:
`/usr/lpp/diagnostics/bin/update_flash -r`
3. Start the TEMP image, as described in “Starting the TEMP image” on page 18.

What to do next

You might need to update the firmware code to the latest version. See “Updating the firmware” on page 16 for more information about how to update the firmware code.

Verifying the system firmware levels

The diagnostics program displays the current system firmware levels for the temporary (TEMP) and permanent (PERM) images. This function also displays which image the compute node used to start.

Procedure

1. Start the diagnostics program.
2. From the **Function Selection** menu, select **Task Selection** and press Enter.
3. From the **Tasks Selection List** menu, select **Update and Manage System Flash** and press Enter.
The top of the **Update and Manage System Flash** menu displays the system firmware level for the PERM and the TEMP images and the image that the compute node used to start.

Note: If the TEMP image level is more current than the PERM image, commit the TEMP image.

4. When you have verified the firmware levels, press F3 until the Diagnostic Operating Instructions window is displayed, and then press F3 again to exit the diagnostic program.

Committing the TEMP system firmware image

After updating the system firmware and successfully starting the compute node from the temporary (TEMP) image, copy the TEMP image to the permanent (PERM) image by using the diagnostics program commit function.

About this task

Note: If you install the compute node firmware update permanently by committing the temporary firmware level from the temporary side to the permanent side, the temporary and permanent sides contain the same level of firmware. You cannot return to the level that was previously on the permanent side.

Procedure

1. Load the diagnostics program. See “Running the diagnostics program” on page 444.
2. From the Function Selection menu, select **Task Selection** and press Enter.
3. From the Tasks Selection List menu, select **Update and Manage System Flash** and press Enter.
4. From the Update and Manage System Flash menu, select **Commit the Temporary Image** and press Enter.
5. When the commit function is complete, press F3 until the Diagnostic Operating Instructions window is displayed. Then, press F3 again to exit the diagnostic program.

Solving shared IBM Flex System Enterprise Chassis resource problems

Problems with shared resources might appear to be in the compute node, but might actually be a problem in a IBM Flex System Enterprise Chassis component.

About this task

This information provides procedures to help you isolate compute node problems from shared resource problems.

If the problem is thought to be with a shared resource, see the following documentation for additional information:

- *Problem Determination and Service Guide* for your IBM Flex System Enterprise Chassis
- *Hardware Maintenance Manual and Troubleshooting Guide* for your IBM Flex System Enterprise Chassis
- If the problem cannot be solved, see “Solving undetermined problems” on page 484.

To check the general function of shared resources, complete the following steps:

Procedure

1. Verify that the required power modules are installed in the IBM Flex System Enterprise Chassis and that the chassis is connected to a working power source.

2. Verify that power management is set correctly for your IBM Flex System Enterprise Chassis configuration.
3. Verify whether the problem is being experienced on more than one compute node.
4. Perform a test of the failing function on a compute node that is known to be operational.
5. Try the compute node in a different bay.
6. Try a compute node that is known to be operational in the bay with the failing compute node.
7. Verify that the compute node and the monitor are powered on.
8. Check for network connection problems, as described in “Solving shared network connection problems.”
9. Check for power problems, as described in “Solving shared power problems” on page 484.

Solving shared network connection problems

Problems with shared resources might appear to be in the compute node, but might actually be a problem in a IBM Flex System Enterprise Chassis network connection resource.

About this task

To check the general function of shared network connection resources, complete the following steps:

Procedure

1. Verify that the network cables are securely connected to the I/O module.
2. Verify that the power configuration of the IBM Flex System Enterprise Chassis supports the I/O module configuration.
3. Verify that the installation of the I/O-module type is supported by the IBM Flex System Enterprise Chassis and compute node hardware.
4. Verify that the I/O modules for the network interface are installed in the correct bays of the IBM Flex System Enterprise Chassis.
5. Verify that the I/O modules for the network interface are configured correctly.
6. Verify that the settings in the I/O module are correct for the compute node. Some settings in the I/O module are specifically for each compute node.
7. Verify that the I/O modules for the network interface are operating correctly.
Troubleshoot and replace the I/O module as indicated in the documentation for the I/O module.
8. Verify that the management module is operating correctly.
9. Replace the management module.

Results

If these steps do not resolve the problem, it is probably a problem with the compute node. See “Connectivity problems” on page 450 for more information.

Solving shared power problems

Problems with shared resources might appear to be in the compute node, but might actually be a problem in a IBM Flex System Enterprise Chassis power component.

About this task

To check the general function of shared power resources, complete the following steps:

Procedure

1. Verify that the LEDs on all the power modules of the IBM Flex System Enterprise Chassis are lit.
2. Verify that power is being supplied to the IBM Flex System Enterprise Chassis.
3. Verify that the installation of the compute node type is supported by the IBM Flex System Enterprise Chassis.
4. Verify that the power configuration of the IBM Flex System Enterprise Chassis supports the bay where your compute node is installed.
5. Verify that the power management configuration and status of the IBM Flex System Enterprise Chassis support compute node operation.
See the information center for your management module or the *Management Module User's Guide* or the *Management Module Command-Line Interface Reference Guide* for more information.
6. Verify that the local power control for the compute node is set correctly.
See the information center for your management module or the *Management Module User's Guide* or the *Management Module Command-Line Interface Reference Guide* for more information.
7. Verify that the IBM Flex System Enterprise Chassis blowers are correctly installed and operational.

Solving undetermined problems

When you are diagnosing a problem in the IBM Flex System p270 Compute Node, you must determine whether the problem is in the compute node or in the IBM Flex System Enterprise Chassis.

About this task

- If all of the compute nodes have the same symptom, it is probably a problem in the IBM Flex System Enterprise Chassis.
For more information, see the following documentation:
 - *Hardware Maintenance Manual and Troubleshooting Guide* for your IBM Flex System Enterprise Chassis
 - *Problem Determination and Service Guide* for your IBM Flex System Enterprise Chassis
- If the IBM Flex System Enterprise Chassis contains more than one compute node and only one of the compute nodes has the problem, troubleshoot the compute node that has the problem.

Check the LEDs on all the power supplies of the IBM Flex System Enterprise Chassis where the compute node is installed. If the LEDs indicate that the power supplies are working correctly, and powering off and powering on the compute node does not correct the problem, complete the following steps:

Procedure

1. Use the management console to determine if the compute node is recognized.
2. Use the management console to ensure that power-on permission is not denied due to power policy settings.
3. Turn off the compute node.
4. Remove the compute node from the IBM Flex System Enterprise Chassis, and remove the cover.
5. Remove or disconnect the following devices, one at a time, until you find the failure. Reinstall, turn on, and reconfigure the compute node each time.
 - I/O expansion cards.
 - Hard disk drives.
 - Memory modules. The minimum configuration requirement is 8 GB (two 4 GB DIMMs).The following minimum configuration is required for the compute node to start:
 - System-board and chassis assembly (with two microprocessors)
 - Two 4 GB DIMMs
 - A functioning IBM Flex System Enterprise Chassis
6. Install and turn on the compute node. If the problem remains, suspect the following components in order:
 - a. DIMM
 - b. System-board and chassis assembly

Results

If the problem is solved when you remove an I/O expansion card from the compute node but the problem recurs when you reinstall the same expansion card, suspect the expansion card; if the problem recurs when you replace the expansion card with a different one, suspect the system-board and chassis assembly.

If you suspect a networking problem and the compute node passes all the system tests, suspect a network cabling problem that is external to the system.

Appendix. Notices

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Electronic emission notices

When attaching a monitor to the equipment, you must use the designated monitor cable and any interference suppression devices supplied with the monitor.

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Federal Communications Commission (FCC) statement

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

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Industry Canada Compliance Statement

This Class A digital apparatus complies with Canadian ICES-003.

Avis de conformité à la réglementation d'Industrie Canada

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

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Tele: +49 7032 15 2941
email: lugi@de.ibm.com

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高調波ガイドライン適合品

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高調波ガイドライン準用品

Electromagnetic Interference (EMI) Statement - People's Republic of China

声 明

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Declaration: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may need to perform practical action.

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IBM Taiwan Contact Information:

台灣IBM 產品服務聯絡方式：
台灣國際商業機器股份有限公司
台北市松仁路7號3樓
電話：0800-016-888

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Verantwortlich für die Einhaltung der EMV Vorschriften ist der Hersteller:
International Business Machines Corp.
New Orchard Road
Armonk, New York 10504
Tel: 914-499-1900

Der verantwortliche Ansprechpartner des Herstellers in der EU ist:
IBM Deutschland GmbH
Technical Regulations, Abteilung M372
IBM-Allee 1, 71139 Ehningen, Germany
Tel: +49 7032 15 2941
email: lugi@de.ibm.com

Generelle Informationen:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 Klasse A.

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- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult an IBM-authorized dealer or service representative for help.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Proper cables and connectors are available from IBM-authorized dealers. IBM is not responsible for any radio or television interference caused by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Industry Canada Compliance Statement

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