



This Technical Advisory describes an issue which may or may not affect the customer's product

Intel Technical Advisory

TA-1123

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Intel® Compute Module HNS2600TP24 Product Family displays critical Power Supply current events in the System Event Log (SEL).

Affected Products - Intel® Compute Module HNS2600TP24 Product Family

Product Code	MM#
HNS2600TP24R	943951
HNS2600TP24SR	945609
HNS2600TP24STR	953190

Description

Intel® has recently discovered an issue in which critical Power Supply current events are captured in the system event logs. The current events are seen only in systems configured with 2130 watt power supplies that contain firmware version 29. The issue occurs in the low power state, when one of the power supplies is operating in Cold Redundancy* mode. Additional symptoms include the activation of the Amber Status LED for one or more Compute Modules, indicating a critical system failure. The issue has been observed more frequently immediately following a reset or power cycle after updating the firmware to version 29.

When examining the system event log, multiple current events will be displayed as shown in the example below:

System Event Log

```
0120 - RID:0078 TS:02/02/2017 14:40:24 SN:PS1 Curr Out % ST:Current ED:Upper Critical - going high ET:Asserted EC:Critical
```

Note: These events may or may not fill up the system event log.

Root Cause

Full root cause to this issue has been determined. Intel has confirmed that the critical current SEL event is an erroneous message and has no bearing on system performance or operation. Additionally, there were no hardware related issues or anomalies discovered during failure analysis of this issue.

Corrective Action

This issue is resolved in the power supply firmware or a combination of power supply and Baseboard Management Controller firmware. The firmware release with the fix for this issue was release in 2017 Q1 with version 30 and 0149r10574 respectively (also known as System Update Package (SUP) R0021)

Recommended Customer Action/Work Around

As previously stated, the event occurs only when PSUs are operating in Cold Redundancy mode. As a short term work around, customers may choose to disable the Cold Redundancy feature by using the following IPMI based raw commands:

Set Cold Redundancy - CR feature to disable

```
ipmitool raw 0x30 0x2d 0x01 0x00
```

Set Cold Redundancy - CR feature to re-enable later

```
ipmitool raw 0x30 0x2d 0x01 0x01
```

* Refer the Intel® Server Chassis H2000G Product Family Technical Product Specification for details.

Intel strongly recommends to upgrade the firmware of your Compute Modules to the latest System Update Package (SUP) release R0021 to correct this issue.

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