



# ThinkSystem SR655 Messages and Codes Reference



**Machine Types:** 7Y00 and 7Z01

**Note**

Before using this information and the product it supports, be sure to read and understand the safety information and the safety instructions, which are available at:

[http://thinksystem.lenovofiles.com/help/topic/safety\\_documentation/pdf\\_files.html](http://thinksystem.lenovofiles.com/help/topic/safety_documentation/pdf_files.html)

In addition, be sure that you are familiar with the terms and conditions of the Lenovo warranty for your server, which can be found at:

<http://datacentersupport.lenovo.com/warrantylookup>

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## Chapter 1. Messages

When attempting to resolve issues with your server, the best practice is to begin with the event log of the application that is managing the server:

The event log contains server hardware events that are recorded by the Lenovo ThinkSystem System Manager or by UEFI. In addition, events can be generated when you perform diagnostic testing on hard drives or memory through the Lenovo XClarity Provisioning Manager (although these events are not stored in the event (although these events are not stored in the event log).

Use this section to view the events that can be generated by Lenovo ThinkSystem System Manager or UEFI. For each event, a user action is available to help you understand what must be done to resolve the issue.

**Important:** Lenovo XClarity Provisioning Manager (LXPM) supported version varies by product. All versions of Lenovo XClarity Provisioning Manager are referred to as Lenovo XClarity Provisioning Manager and LXPM in this document, unless specified otherwise. To see the LXPM version supported by your server, go to [https://sysmgt.lenovofiles.com/help/topic/lxpm\\_frontend/lxpm\\_product\\_page.html](https://sysmgt.lenovofiles.com/help/topic/lxpm_frontend/lxpm_product_page.html).



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## Chapter 2. BMC error messages

When a hardware event is detected by the BMC on the server, the BMC writes that event in the system-event log on the server.

For information about viewing the event log, see the *ThinkSystem SR655 Maintenance Manual*. For additional information about the BMC event log, see [https://thinksystem.lenovofiles.com/help/topic/7Y00/bmc\\_user\\_guide.pdf](https://thinksystem.lenovofiles.com/help/topic/7Y00/bmc_user_guide.pdf).

For each event code, the following fields are displayed:

### Event identifier

An identifier that uniquely identifies an event.

**Note:** Event identifier (ID) is a unique identifier used to search for BMC events. The event message may have one or more arguments, which could be replaceable text of FRU name or sensor name to identify the failed component. So one BMC event ID could represent a generic event or similar faults that happened on different hardware components. The general way of problem determination is to locate the event by ID, identify the hardware component by message argument if it contains hardware component name, and then perform actions defined in User Action.

### Explanation

Provides additional information to explain why the event occurred.

### Severity

An indication of the level of concern for the condition. The following severities can be displayed.

- **Information.** The event was recorded for audit purposes, usually a user action or a change of states that is normal behavior.
- **Warning.** The event is not as severe as an error, but if possible, the condition should be corrected before it becomes an error. It might also be a condition that requires additional monitoring or maintenance.
- **Error.** The event is a failure or critical condition that impairs service or an expected function.

### Serviceable

Specifies whether user action is required to correct the problem.

### Automatically contact Service

You can configure the Lenovo XClarity Administrator to automatically notify Support (also known as call home) if certain types of errors are encountered. If you have configured this function and this field is set to Yes, Lenovo Support will be notified automatically if the event is generated. While you wait for Lenovo Support to call, you can perform the recommended actions for the event.

**Note:** This documentation includes references to IBM web sites, products, and information about obtaining service. IBM is Lenovo's preferred service provider for the Lenovo server products.

For more information about enabling Call Home from Lenovo XClarity Administrator, see [http://sysmgt.lenovofiles.com/help/topic/com.lenovo.lxca.doc/admin\\_setupcallhome.html](http://sysmgt.lenovofiles.com/help/topic/com.lenovo.lxca.doc/admin_setupcallhome.html).

### User Action

Indicates what actions you should perform to solve the event. Perform the steps listed in this section in the order shown until the problem is solved. If you cannot solve the problem after performing all steps, contact Lenovo Support.

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## BMC events that automatically notify Support

You can configure the XClarity Administrator to automatically notify Support (also known as *call home*) if certain types of errors are encountered. If you have configured this function, see the table for a list of events that automatically notify Support.

Table 1. Events that automatically notify Support

Event ID	Message String
A01011009	The specified temperature upper critical going high asserted
A0101200B	The specified temperature upper non recoverable going high asserted
A02010800	The specified voltage lower non critical going low asserted
A02010807	The specified voltage upper non critical going high asserted
A02011009	The specified voltage upper critical going high asserted
A02012004	The specified voltage lower non recoverable going low asserted
A0201200B	The specified voltage upper non recoverable going high asserted
A04011002	The specified Fan speed lower critical going low asserted
A086F1001	This message is for the use case when an implementation has detected a Power Supply has failed.
A0D6F1001	The specified drive fault asserted
A216F1000	The specified cable/card detected a Fault asserted.

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## BMC events organized by severity

The following table lists all BMC events, organized by severity (Information, Error, and Warning).

Table 2. Events organized by severity

Event ID	Message String	Severity
A01810400	Inlet_Temp temperature lower non critical going low deasserted	Information
A01810407	The specified temperature upper non critical going high deasserted	Information
A01810409	The specified temperature upper critical going high deasserted	Information
A0181040B	The specified temperature upper non recoverable going high deasserted	Information
A02810400	The specified voltage lower non critical going low deasserted	Information
A02810402	The specified voltage lower critical going low deasserted	Information
A02810404	The specified voltage lower non recoverable going low deasserted	Information
A02810407	The specified voltage upper non critical going high deasserted	Information
A02810409	The specified voltage upper critical going high deasserted	Information
A0281040B	The specified voltage upper non recoverable going high deasserted	Information
A04090200	The specified PSU Fan device disabled asserted	Information
A04810400	The specified Fan speed lower non critical going low deasserted	Information



Table 2. Events organized by severity (continued)

Event ID	Message String	Severity
A04810402	The specified Fan speed lower critical going low deasserted	Information
A056F0200	Chassis_Intr or physical_security intrusion asserted	Information
A05EF0200	Chassis_Intr or physical_security intrusion deasserted	Information
A07030201	The specified processor state asserted	Information
A07830201	The specified processor state asserted	Information
A086F0200	The specified power supply presence detected asserted	Information
A08870202	This message is for the use case when an implementation has detected a <b>**Power Supply**</b> type asserted event.	Information
A08EF0200	The specified power supply presence detected deasserted	Information
A08EF0401	The specified power supply failure deasserted	Information
A08EF0402	The specified power supply predictive failure deasserted	Information
A08EF0403	The specified power supply input lost ac or dc deasserted	Information
A08EF0406	The specified power supply configuration error deasserted	Information
A0B8B0206	Cooling_Status redundancy degraded from fully redundant deasserted	Information
A0C6F0204	The specified memory device disabled asserted	Information
A0D6F0200	The specified drive presence asserted	Information
A0D6F0207	The specified drive rebuild or remap in progress asserted	Information
A0DEF0200	The specified drive presence deasserted	Information
A0DEF0207	The specified drive rebuild or remap in progress deasserted	Information
A0DEF0401	The specified drive fault deasserted	Information
A106F0202	Log area reset asserted	Information
A106F0204	sel full asserted	Information
A136F0200	Front Panel NMI / Diagnostic Interrupt deasserted	Information
A146F0200	power button pressed asserted	Information
A16090201	BMC_Boot_Up asserted	Information
A1B6F0200	The specified cable is connected asserted	Information
A21EF0400	The specified cable/card detected a Fault deasserted.	Information
A226F0200	ACPI in s0/g0 working State	Information
A226F0205	ACPI in s5/g2 soft off state	Information
A236F0200	Watchdog2 timer expired asserted	Information
A236F0201	Watchdog2 hard reset asserted	Information
A236F0202	Watchdog2 power down asserted	Information
A236F0203	Watchdog2 power cycle asserted	Information
A236F0208	Watchdog2 timer interrupt asserted	Information

Table 2. Events organized by severity (continued)

Event ID	Message String	Severity
A01010800	Inlet_Temp temperature lower non critical going low asserted	Warning
A01010807	The specified temperature upper non critical going high asserted	Warning
A02010800	The specified voltage lower non critical going low asserted	Warning
A02010807	The specified voltage upper non critical going high asserted	Warning
A04010800	The specified Fan speed lower non critical going low asserted	Warning
A08070802	The specified power supply transition to critical from less severe asserted	Warning
A086F0802	The specified power supply predictive failure asserted asserted	Warning
A086F0803	The specified power supply input lost ac or dc asserted	Warning
A0B0B0806	Cooling_Status redundancy degraded from fully redundant asserted	Warning
A106F0805	sel almost full asserted	Warning
A01011009	The specified temperature upper critical going high asserted	Error
A0101200B	The specified temperature upper non recoverable going high asserted	Error
A02011002	The specified voltage lower critical going low asserted	Error
A02011009	The specified voltage upper critical going high asserted	Error
A02012004	The specified voltage lower non recoverable going low asserted	Error
A0201200B	The specified voltage upper non recoverable going high asserted	Error
A04011002	The specified Fan speed lower critical going low asserted	Error
A080B1001	The specified power supply redundancy lost asserted	Error
A086F1001	This message is for the use case when an implementation has detected a Power Supply has failed.	Error
A086F1006	The specified power supply configuration error asserted	Error
A0C071002	This message is for the use case when an implementation has detected a <b>Memory</b> type asserted event.	Error
A0C6F1007	This message is for the use case when an implementation has detected a Memory DIMM configuration error.	Error
A0D6F1001	The specified drive fault asserted	Error
A136F1000	This message is for the use case when an implementation has detected a Front Panel NMI / Diagnostic Interrupt.	Error
A1B6F1001	Fan type configuration error asserted	Error
A216F1000	The specified cable/card detected a Fault asserted.	Error

## List of BMC events

This section lists all messages that can be sent from BMC.

- A01010800: Inlet\_Temp temperature lower non critical going low asserted**  
 Lower Non-Critical - Going Low

Severity: Warning  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A01010807: The specified temperature upper non critical going high asserted**

Upper Non-Critical - Going High

Severity: Warning  
Serviceable: No  
Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. Check the BMC event logs for any cooling issues.
2. Make sure that the airflow in the front and rear of the chassis is not obstructed and that fillers are correctly installed in place.
3. Make sure that the room temperature is within the range specified in the operating environment specifications.
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A01011009: The specified temperature upper critical going high asserted**

Upper Critical - Going High

Severity: Error  
Serviceable: No  
Automatically notify Support: Yes

User Action:

Complete the following steps until the problem is solved:

1. Check the BMC event logs for any cooling issues.
2. Make sure that the airflow in the front and rear of the chassis is not obstructed and that fillers are correctly installed in place.
3. Make sure that the room temperature is within the range specified in the operating environment specifications.
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A0101200B: The specified temperature upper non recoverable going high asserted**

Upper Non\_Recoverable-Going High

Severity: Error  
Serviceable: No  
Automatically notify Support: Yes

User Action:

Complete the following steps until the problem is solved:

1. Check the BMC event logs for any cooling issues.

2. Make sure that the airflow in the front and rear of the chassis is not obstructed and that fillers are correctly installed in place.
3. Make sure that the room temperature is within the range specified in the operating environment specifications.
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A01810400: Inlet\_Temp temperature lower non critical going low deasserted**

Lower Non-Critical - Going Low

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A01810407: The specified temperature upper non critical going high deasserted**

Upper Non-Critical - Going High

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A01810409: The specified temperature upper critical going high deasserted**

Upper Critical - Going High

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A0181040B: The specified temperature upper non recoverable going high deasserted**

Upper Non\_Recoverable-Going High

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A02010800: The specified voltage lower non critical going low asserted**

Lower Non-Critical - Going Low

Severity: Warning

Serviceable: No

Automatically notify Support: Yes

User Action:

Complete the following steps until the problem is solved:

1. If the specified sensor is VDD\_33\_RUN, VDD\_5\_DUAL, or VDD\_5\_RUN, replace the system board (trained technician only).
2. If the specified sensor is P12V\_RUN, check BMC event logs for power-supply-related issues and resolve those issues.
3. If the problem remains, replace the system board (trained technician only).
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A02010807: The specified voltage upper non critical going high asserted**

Upper Non-Critical - Going High

Severity: Warning  
Serviceable: No  
Automatically notify Support: Yes

User Action:

Complete the following steps until the problem is solved:

1. If the specified sensor is VDD\_33\_RUN, VDD\_5\_DUAL, or VDD\_5\_RUN, replace the system board (trained technician only).
2. If the specified sensor is P12V\_RUN, check BMC event logs for power-supply-related issues and resolve those issues.
3. If the problem remains, replace the system board (trained technician only).
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A02011002: The specified voltage lower critical going low asserted**

Lower Critical - Going Low

Severity: Error  
Serviceable: No  
Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. If the specified sensor is VDD\_33\_RUN, VDD\_5\_DUAL, or VDD\_5\_RUN, replace the system board (trained technician only).
2. If the specified sensor is P12V\_RUN, check BMC event logs for power-supply-related issues and resolve those issues.
3. If the problem remains, replace the system board (trained technician only).
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A02011009: The specified voltage upper critical going high asserted**

Upper Critical - Going High

Severity: Error  
Serviceable: No  
Automatically notify Support: Yes

User Action:

Complete the following steps until the problem is solved:

1. If the specified sensor is VDD\_33\_RUN, VDD\_5\_DUAL, or VDD\_5\_RUN, replace the system board (trained technician only).
2. If the specified sensor is P12V\_RUN, check BMC event logs for power-supply-related issues and resolve those issues.
3. If the problem remains, replace the system board (trained technician only).
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A02012004: The specified voltage lower non recoverable going low asserted**

Lower Non\_Recoverable-Going Low

Severity: Error  
Serviceable: No  
Automatically notify Support: Yes

User Action:

Complete the following steps until the problem is solved:

1. If the specified sensor is VDD\_33\_RUN, VDD\_5\_DUAL, or VDD\_5\_RUN, replace the system board (trained technician only).
2. If the specified sensor is P12V\_RUN, check BMC event logs for power-supply-related issues and resolve those issues.
3. If the problem remains, replace the system board (trained technician only).
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A0201200B: The specified voltage upper non recoverable going high asserted**

Upper Non\_Recoverable-Going High

Severity: Error  
Serviceable: No  
Automatically notify Support: Yes

User Action:

Complete the following steps until the problem is solved:

1. If the specified sensor is VDD\_33\_RUN, VDD\_5\_DUAL, or VDD\_5\_RUN, replace the system board (trained technician only).
2. If the specified sensor is P12V\_RUN, check BMC event logs for power-supply-related issues and resolve those issues.
3. If the problem remains, replace the system board (trained technician only).
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A02810400: The specified voltage lower non critical going low deasserted**

Lower Non-Critical - Going Low

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A02810402: The specified voltage lower critical going low deasserted**

Lower Critical - Going Low

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A02810404: The specified voltage lower non recoverable going low deasserted**

Lower Non\_Recoverable-Going Low

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A02810407: The specified voltage upper non critical going high deasserted**

Upper Non-Critical - Going High

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A02810409: The specified voltage upper critical going high deasserted**

Upper Critical - Going High

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A0281040B: The specified voltage upper non recoverable going high deasserted**

Upper Non\_Recoverable-Going High

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A04010800: The specified Fan speed lower non critical going low asserted**

Lower Non-Critical - Going Low

Severity: Warning  
Serviceable: No  
Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. Reseat the failing fan indicated by BMC event logs.
2. If the event still exists, replace the fan.
3. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A04011002: The specified Fan speed lower critical going low asserted**

Lower Critical - Going Low

Severity: Error  
Serviceable: No  
Automatically notify Support: Yes

User Action:

Complete the following steps until the problem is solved:

1. Reseat the failing fan indicated by BMC event logs.
2. If the event still exists, replace the fan.
3. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A04090200: The specified PSU Fan device disabled asserted**

Device Disabled

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. Make sure that there are no obstructions, such as bundled cables, to power-supply airflow.
2. Reseat power supply n. If the problem persists, replace power supply n. (n = power supply number)
3. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A04810400: The specified Fan speed lower non critical going low deasserted**

Lower Non-Critical - Going Low

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A04810402: The specified Fan speed lower critical going low deasserted**

Lower Critical - Going Low



Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A056F0200: Chassis\_Intr or physical\_security intrusion asserted**

General Chassis Intrusion

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A05EF0200: Chassis\_Intr or physical\_security intrusion deasserted**

General Chassis Intrusion

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A07030201: The specified processor state asserted**

State Asserted

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

If the specified sensor is CPU\_ALERT, replace the processor (trained technician only). If the specified sensor is CPU\_Prochot, complete the following steps until the problem is solved:

1. Check the BMC event logs for any fan, cooling or power related issues.
2. Make sure that the airflow at the front and rear of the chassis is not obstructed and that fillers are correctly installed in place.
3. Make sure that the room temperature is within the range specified in the operating environment specifications.
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

If the specified sensor is CPU\_Thermaltrip, complete the following steps until the problem is solved:

1. Check the BMC event logs for any fan or cooling issues.
2. Make sure that the airflow at the front and rear of the chassis is not obstructed and that fillers are in place and correctly installed.
3. Make sure that the room temperature is within the range specified in operating environment specifications.
4. Make sure that the processor and heat sink are securely installed.

5. Make sure that the thermal grease is correctly applied.
6. If the problem persists, replace the processor and heat sink(trained technician only).
7. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A07830201: The specified processor state asserted**

State deasserted

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A08070802: The specified power supply transition to critical from less severe asserted**

transition to critical from less severe

Severity: Warning  
Serviceable: No  
Automatically notify Support: No

User Action:

The two power supply units installed on the server are of different input type and power rating. Complete the following steps until the problem is solved:

1. Check the input type and power rating of the installed power supply units to make sure they match.
2. Re-calculate the required power capacity by using Lenovo Capacity Planner (<https://datacentersupport.lenovo.com/solutions/Invo-lcp>).
3. Install matching power supply units (same input type and wattage) and confirm they meet the system power requirements.
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A080B1001: The specified power supply redundancy lost asserted**

Redundancy Lost

Severity: Error  
Serviceable: No  
Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. Check the LEDs for both power supplies.
2. If the AC LED is not lit, check power cord and input voltage.
3. If the DC LED is not lit, remove and reinstall the power supply.
4. If the error LED is lit, replace the power supply.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A086F0200: The specified power supply presence detected asserted**

Presence detected

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A086F0802: The specified power supply predictive failure asserted asserted**

Predictive Failure

Severity: Warning  
Serviceable: No  
Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. Check the LEDs for both power supplies.
2. If the AC LED is not lit, check power cord and input voltage.
3. If the DC LED is not lit, remove and reinstall the power supply.
4. If the error LED is lit, replace the power supply.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A086F0803: The specified power supply input lost ac or dc asserted**

Power Supply input lost (AC/DC)

Severity: Warning  
Serviceable: No  
Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. Check the power cord connections. Ensure that the power cords are correctly connected.
2. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A086F1001: This message is for the use case when an implementation has detected a Power Supply has failed.**

Power Supply Failure detected

Severity: Error  
Serviceable: Yes  
Automatically notify Support: Yes

User Action:

Complete the following steps until the problem is solved:

1. Check if the power supplies come with the same input and power rating.
2. If not, replace one of them to ensure that the power supplies are of the same input and power rating.
3. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A086F1006: The specified power supply configuration error asserted**

Configuration error

Severity: Error

Serviceable: No

Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. Check if the power supplies come with the same input and power rating.
2. If not, replace one of them to ensure that the power supplies are of the same input and power rating.
3. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A08870202: This message is for the use case when an implementation has detected a **\*\*Power Supply\*\*** type asserted event.**

transition to Critical from less severe

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A08EF0200: The specified power supply presence detected deasserted**

Presence detected

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A08EF0401: The specified power supply failure deasserted**

Power Supply Failure detected

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A08EF0402: The specified power supply predictive failure deasserted**

Predictive Failure

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A08EF0403: The specified power supply input lost ac or dc deasserted**

Power Supply input lost (AC/DC)

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A08EF0406: The specified power supply configuration error deasserted**

Configuration error

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A0B0B0806: Cooling\_Status redundancy degraded from fully redundant asserted**

Redundancy Degraded from Fully Redundant

Severity: Warning  
Serviceable: No  
Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. Check the BMC event logs to identify any fan errors.
2. Reseat the fans. If the problem persists, replace any failed fans.
3. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A0B8B0206: Cooling\_Status redundancy degraded from fully redundant deasserted**

Redundancy Degraded from Fully Redundant

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A0C071002: This message is for the use case when an implementation has detected a **\*\*Memory\*\* type asserted event.****

transition to Critical from less severe

Severity: Error  
Serviceable: Yes  
Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. If the problem persists, check whether any reported DIMMs are not properly seated. If yes, reseal them.
2. If the problem persists, visually inspect the DIMMs for physical damage, dust, or any other contamination on the connector or circuits. If yes, dust off the DIMMs, clean the contacts, and install them.
3. If the problem persists, visually inspect the DIMM slot for physical damage. Look for cracked or broken plastic on the slot. If yes, move the DIMM to another DIMM slot.
4. If the problem persists, perform a power cycle on the server from the management console.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

**Notes:** DIMM installation rules can be found in the Maintenance Manual.

- SR635: [https://thinksystem.lenovofiles.com/help/topic/7Y98/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y98/pdf_files.html)
- SR655: [https://thinksystem.lenovofiles.com/help/topic/7Y00/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y00/pdf_files.html)

- **A0C6F0204: The specified memory device disabled asserted**

Memory Device Disabled

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. If the problem persists, check whether any reported DIMMs are not properly seated. If yes, reseal them.
2. If the problem persists, visually inspect the DIMMs for physical damage, dust, or any other contamination on the connector or circuits. If yes, dust off the DIMMs, clean the contacts, and install them.
3. If the problem persists, visually inspect the DIMM slot for physical damage. Look for cracked or broken plastic on the slot. If yes, move the DIMM to another DIMM slot.
4. If the problem persists, perform a power cycle on the server from the management console.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

**Notes:** DIMM installation rules can be found in the Maintenance Manual.

- SR635: [https://thinksystem.lenovofiles.com/help/topic/7Y98/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y98/pdf_files.html)
- SR655: [https://thinksystem.lenovofiles.com/help/topic/7Y00/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y00/pdf_files.html)

- **A0C6F1007: This message is for the use case when an implementation has detected a Memory DIMM configuration error.**

Configuration error

Severity: Error

Serviceable: Yes

Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. Check ServerProven website to see whether any reported DIMMs are not supported by the server. If yes, replace them with supported ones.
2. If the problem persists, check whether any reported DIMMs are not populated according to the DIMM installation rules. If yes, re-populate them by following the rules.
3. If the problem persists, check whether any reported DIMMs are not properly seated. If yes, reseal them.
4. If the problem persists, visually inspect any reported DIMMs for physical damage, dust, or any other contamination on the connector or circuits. If yes, dust off the DIMMs, clean the contacts, and install them.
5. If the problem persists, visually inspect the DIMM slot for physical damage. Look for cracked or broken plastic on the slot. If yes, move the DIMM to another DIMM slot.
6. If the problem persists, perform a power cycle on the server from the management console.
7. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

**Notes:** DIMM installation rules can be found in the Maintenance Manual.

- SR635: [https://thinksystem.lenovofiles.com/help/topic/7Y98/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y98/pdf_files.html)
- SR655: [https://thinksystem.lenovofiles.com/help/topic/7Y00/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y00/pdf_files.html)

- **A0D6F0200: The specified drive presence asserted**

Drive Presence

Severity: Information  
 Serviceable: No  
 Automatically notify Support: No

User Action:

No action

- **A0D6F0207: The specified drive rebuild or remap in progress asserted**

Rebuild/Remap in progress

Severity: Information  
 Serviceable: No  
 Automatically notify Support: No

User Action:

No action

- **A0D6F1001: The specified drive fault asserted**

Drive Fault

Severity: Error  
 Serviceable: No  
 Automatically notify Support: Yes

User Action:

Complete the following steps until the problem is solved:

1. Search for any applicable service bulletins, Tech Tips or firmware updates related to this drive from the Support portal (<https://datacentersupport.lenovo.com>).

2. If the problem persists, collect service data logs from the management console and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>) .

- **A0DEF0200: The specified drive presence deasserted**

Drive Presence

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. Search for any applicable service bulletins, Tech Tips or firmware updates related to this drive from the Support portal(<https://datacentersupport.lenovo.com>).
2. Check the system event logs for any other RAID-related errors. If yes, identify any affected drives and reseal them.
3. If the problem persists, replace any affected drives.
4. If the problem persists, collect service data logs from the management console and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A0DEF0207: The specified drive rebuild or remap in progress deasserted**

Rebuild/Remap in progress

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A0DEF0401: The specified drive fault deasserted**

Drive Fault

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A106F0202: Log area reset asserted**

Log Area Reset/Cleared

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A106F0204: sel full asserted**

SEL Full

Severity: Information



Serviceable: No  
Automatically notify Support: No

User Action:

Clean the system event logs.

- **A106F0805: sel almost full asserted**

SEL Almost Full

Severity: Warning  
Serviceable: No  
Automatically notify Support: No

User Action:

Clean the system event logs.

- **A136F0200: Front Panel NMI / Diagnostic Interrupt deasserted**

Front Panel NMI/Diagnostic Interrupt

Severity: Information  
Serviceable: Yes  
Automatically notify Support: No

User Action:

No action

- **A136F1000: This message is for the use case when an implementation has detected a Front Panel NMI / Diagnostic Interrupt.**

Front Panel NMI/Diagnostic Interrupt

Severity: Error  
Serviceable: Yes  
Automatically notify Support: No

User Action:

Complete the following steps until the problem is solved:

1. Log in to the BMC Web interface and navigate to Settings > Capture BSOD.
2. Check the system snapshot taken by the BMC.
  - If you have triggered the NMI yourself in the management console.
    - a. Save the snapshot for future crash analysis.
    - b. Restart the system.
  - If you have no idea why the system crashed.
    - a. Analyze the errors in the snapshot and take appropriate action.
    - b. Restart the system and check whether it has returned to normal operating state.
    - c. If any problem persists, collect the system snapshot and any service data logs from the management console and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **A146F0200: power button pressed asserted**

Power Button pressed

Severity: Information

Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A16090201: BMC\_Boot\_Up asserted**

Device Enabled

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A1B6F0200: The specified cable is connected asserted**

Cable/Interconnect is connected

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A1B6F1001: Fan type configuration error asserted**

Configuration Error

Severity: Error  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A216F1000: The specified cable/card detected a Fault asserted.**

Fault Status asserted

Severity: Error  
Serviceable: Yes  
Automatically notify Support: Yes

User Action:

No action

- **A21EF0400: The specified cable/card detected a Fault deasserted.**

Fault Status asserted

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A226F0200: ACPI in s0/g0 working State**

S0/G0 'working

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A226F0205: ACPI in s5/g2 soft off state**

S5/G2 - soft-off

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A236F0200: Watchdog2 timer expired asserted**

Timer expired - status only (No action)

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A236F0201: Watchdog2 hard reset asserted**

Hard Reset

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A236F0202: Watchdog2 power down asserted**

Power Down

Severity: Information  
Serviceable: No  
Automatically notify Support: No

User Action:

No action

- **A236F0203: Watchdog2 power cycle asserted**

Power Cycle

Severity: Information  
Serviceable: No

Automatically notify Support: No

User Action:

No action

- **A236F0208: Watchdog2 timer interrupt asserted**

Timer interrupt

Severity: Information

Serviceable: No

Automatically notify Support: No

User Action:

No action

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## Chapter 3. UEFI events

UEFI error messages can be generated when the server starts up (POST) or while the server is running. UEFI error messages are logged in the BMC event log in the server.

For each event code, the following fields are displayed:

### Event identifier

An identifier that uniquely identifies an event.

### Event description

The logged message string that appears for an event.

### Explanation

Provides additional information to explain why the event occurred.

### Severity

An indication of the level of concern for the condition. The severity is abbreviated in the event log to the first character. The following severities can be displayed:

- **Information.** The event was recorded for audit purposes, usually a user action or a change of states that is normal behavior.
- **Warning.** The event is not as severe as an error, but if possible, the condition should be corrected before it becomes an error. It might also be a condition that requires additional monitoring or maintenance.
- **Error.** The event is a failure or critical condition that impairs service or an expected function.

### User Action

Indicates what actions you should perform to solve the event. Perform the steps listed in this section in the order shown until the problem is solved. If you cannot solve the problem after performing all steps, contact Lenovo Support.

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## UEFI events organized by severity

The following table lists all UEFI events, organized by severity (Information, Error, and Warning).

Table 3. Events organized by severity

Event ID	Message String	Severity
B0C6F0208	The specified memory post package repair asserted.	Informational
B0CEF040B	The specified memory UDI error deasserted.	Informational
B126F0205	This message is for the use case when an implementation has detected a <b>**System Event**</b> type asserted event.	Informational
B076F080C	The specified processor correctable error asserted.	Warning
B0C6F0800	The specified memory correctable ecc asserted.	Warning
B0C6F0804	The specified memory device disabled asserted.	Warning
B136F0807	The specified PCIE device bus correctable error asserted.	Warning
B1E6F0800	This message is for the use case when an implementation has detected a System with No Bootable Media.	Warning

Table 3. Events organized by severity (continued)

Event ID	Message String	Severity
B076F100B	The specified processor uncorrectable error asserted.	Error
B0C6F1005	The specified memory correctable ecc logging limit reached asserted.	Error
B0C6F100B	The specified memory UDI error asserted.	Error
B0C6F2001	The specified memory uncorrectable ecc asserted.	Error
B136F1004	The specified PCIE device perr asserted.	Error
B136F1008	The specified PCIE device uncorrectable error asserted.	Error
B136F100B	The specified PCIE device degraded asserted.	Error
B136F2005	The specified PCIE device serr asserted.	Error
B136F200A	The specified PCIE device bus fatal error asserted.	Error

## List of UEFI events

This section lists all messages that can be sent from UEFI.

- **B076F080C: The specified processor correctable error asserted.**

Processor Correctable Error

Severity: Warning

User Action:

Complete the following steps:

1. Verify that the processor is a valid option that is listed as a Server Proven device for this system. If a non-supported processor is identified, remove that processor and replace it with a supported processor (Trained-technician only).
2. Check whether the UEFI/BIOS firmware is the latest. If no, update it to the latest version.
3. Check whether the processor and heat sink are installed well.
4. Check the Lenovo support Web site for an applicable service bulletin or firmware update that applies to this processor error.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **B076F100B: The specified processor uncorrectable error asserted.**

Processor Uncorrectable Error

Severity: Error

User Action:

Complete the following steps:

1. Verify that the processor is a valid option that is listed as a Server Proven device for this system. If a non-supported processor is identified, remove that processor and replace it with a supported processor.
2. Check whether the UEFI/BIOS firmware is the latest. If no, update it to the latest version.
3. Check whether the processor and heat sink are installed well.

4. Check the Lenovo support Web site for an applicable service bulletin or firmware update that applies to this processor error.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **BOC6F0208: The specified memory post package repair asserted.**

Post Package Repair

Severity: Information

User Action:

No action

- **BOC6F0800: The specified memory correctable ecc asserted.**

Correctable Memory Error

Severity: Warning

User Action:

Complete the following steps:

1. If the server has recently been installed, moved, serviced, or upgraded, check whether the DIMM is properly seated and check visually whether there is any foreign material in any DIMM connector on that memory channel. If yes, reseal the DIMM or clean the foreign material in that DIMM channel.
2. Reinstall or swap DIMMs to check whether the issue can be resolved.
3. Verify that the memory is a valid option that is listed as a Server Proven device for this system. If a non-supported memory is identified, remove that memory or replace it with a supported memory.
4. Check the maintenance manual to see whether memory module installation rules are followed.
5. Check the Lenovo support Web site for an applicable service bulletin or firmware update that applies to this memory error.
6. If the problem recurs on the same DIMM connector, inspect the connector for any damage.
7. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **BOC6F0804: The specified memory device disabled asserted.**

DIMM Device Disabled

Severity: Warning

User Action:

Complete the following steps:

1. If the server has recently been installed, moved, serviced, or upgraded, check whether the DIMM is properly seated and check visually whether there is any foreign material in any DIMM connector on that memory channel. If yes, reseal the DIMM or clean the foreign material in that DIMM channel.
2. Reinstall or swap DIMMs to check whether the issue can be resolved.
3. Verify that the memory is a valid option that is listed as a Server Proven device for this system. If a non-supported memory is identified, remove that memory or replace it with a supported memory.
4. Check the maintenance manual to see whether memory module installation rules are followed.
5. Check the Lenovo support Web site for an applicable service bulletin or firmware update that applies to this memory error.
6. If the problem recurs on the same DIMM connector, inspect the connector for any damage.

7. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).
8. DIMM installation rules can be found in the Maintenance Manual.
9. SR635: [https://thinksystem.lenovofiles.com/help/topic/7Y98/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y98/pdf_files.html)
10. SR655: [https://thinksystem.lenovofiles.com/help/topic/7Y00/pdf\\_files.html](https://thinksystem.lenovofiles.com/help/topic/7Y00/pdf_files.html)

- **B0C6F1005: The specified memory correctable ecc logging limit reached asserted.**

Correctable Memory Error MAX

Severity: Error

User Action:

Complete the following steps:

1. If the server has recently been installed, moved, serviced, or upgraded, check whether the DIMM is properly seated and check visually whether there is any foreign material in any DIMM connector on that memory channel. If yes, reseal the DIMM or clean the foreign material in that DIMM channel.
2. Reinstall or swap DIMMs to check whether the issue can be resolved.
3. Verify that the memory is a valid option that is listed as a Server Proven device for this system. If a non-supported memory is identified, remove that memory or replace it with a supported memory.
4. Check the maintenance manual to see whether memory module installation rules are followed.
5. Check the Lenovo support Web site for an applicable service bulletin or firmware update that applies to this memory error.
6. If the problem recurs on the same DIMM connector, inspect the connector for any damage.
7. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **B0C6F100B: The specified memory UDI error asserted.**

UDI DIMM Error

Severity: Error

User Action:

Complete the following steps:

1. Take DIMMs off, contact Lenovo support for field return.
2. After getting UDI DIMMs back, checking whether the problem be solved.
3. Check the Lenovo support Web site for an applicable service bulletin or firmware update that applies to this error.
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **B0C6F2001: The specified memory uncorrectable ecc asserted.**

Uncorrectable Memory Error

Severity: Error

User Action:

Complete the following steps:

1. If the server has recently been installed, moved, serviced, or upgraded, check whether the DIMM is properly seated and check visually whether there is any foreign material in any DIMM connector on that memory channel. If yes, reseal the DIMM or clean the foreign material in that DIMM channel.



2. Reinstall or swap DIMMs to check whether the issue can be resolved.
3. Verify that the memory is a valid option that is listed as a Server Proven device for this system. If a non-supported memory is identified, remove that memory or replace it with a supported memory.
4. Check the maintenance manual to see whether memory module installation rules are followed.
5. Check the Lenovo support Web site for an applicable service bulletin or firmware update that applies to this memory error.
6. If the problem recurs on the same DIMM connector, inspect the connector for any damage.
7. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **B0CEF040B: The specified memory UDI error deasserted.**

UDI DIMM Error

Severity: Information

User Action:

No action

- **B126F0205: This message is for the use case when an implementation has detected a **\*\*System Event\*\* type asserted event.****

System Event Timestamp Clock Sync

Severity: Information

User Action:

No action

- **B136F0807: The specified PCIE device bus correctable error asserted.**

Bus Correctable Error

Severity: Warning

User Action:

Complete the following steps:

1. If the server and/or any attached cables were recently installed, moved, serviced or upgraded, check whether the processor, the adapter and any attached cables is properly seated and check visually whether there is any foreign material in processor socket and any PCIe slot. If yes, reseal the processor, the adapter and any attached cables or clean the foreign material in processor socket and that PCIe slot.
2. Reload device driver.
3. Check the Lenovo support site for an applicable device driver, firmware update, or other information that applies to this error. Load the new device driver and install any required firmware updates.
4. Swap other PCIe devices in the slot, if the problem recurs on the same PCIe slot, inspect the PCIe slot for any damage. If the problem is solved, change another identical PCIe card to check whether the problem can be solved again.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **B136F1004: The specified PCIE device perr asserted.**

PCI PERR

Severity: Error

User Action:

Complete the following steps:

1. If the server and/or any attached cables were recently installed, moved, serviced or upgraded, check whether the processor, the adapter and any attached cables is properly seated and check visually whether there is any foreign material in processor socket and any PCIe slot. If yes, reseal the processor, the adapter and any attached cables or clean the foreign material in processor socket and that PCIe slot.
2. Reload device driver.
3. Check the Lenovo support site for an applicable device driver, firmware update, or other information that applies to this error. Load the new device driver and install any required firmware updates.
4. Swap other PCIe devices in the slot, if the problem recurs on the same PCIe slot, inspect the PCIe slot for any damage. If the problem is solved, change another identical PCIe card to check whether the problem can be solved again.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **B136F1008: The specified PCIE device uncorrectable error asserted.**

Bus Uncorrectable Error

Severity: Error

User Action:

Complete the following steps:

1. If the server and/or any attached cables were recently installed, moved, serviced or upgraded, check whether the processor, the adapter and any attached cables is properly seated and check visually whether there is any foreign material in processor socket and any PCIe slot. If yes, reseal the processor, the adapter and any attached cables or clean the foreign material in processor socket and that PCIe slot.
2. Reload device driver.
3. Check the Lenovo support site for an applicable device driver, firmware update, or other information that applies to this error. Load the new device driver and install any required firmware updates.
4. Swap other PCIe devices in the slot, if the problem recurs on the same PCIe slot, inspect the PCIe slot for any damage. If the problem is solved, change another identical PCIe card to check whether the problem can be solved again.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **B136F100B: The specified PCIE device degraded asserted.**

Bus Degraded

Severity: Error

User Action:

Complete the following steps:

1. If the server and/or any attached cables were recently installed, moved, serviced or upgraded, check whether the processor, the adapter and any attached cables is properly seated and check visually whether there is any foreign material in processor socket and any PCIe slot. If yes, reseal the processor, the adapter and any attached cables or clean the foreign material in processor socket and that PCIe slot.
2. Reload device driver.

3. Check the Lenovo support site for an applicable device driver, firmware update, or other information that applies to this error. Load the new device driver and install any required firmware updates.
4. Swap other PCIe devices in the slot, if the problem recurs on the same PCIe slot, inspect the PCIe slot for any damage. If the problem is solved, change another identical PCIe card to check whether the problem can be solved again.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **B136F2005: The specified PCIE device serr asserted.**

PCI SERR

Severity: Error

User Action:

Complete the following steps:

1. If the server and/or any attached cables were recently installed, moved, serviced or upgraded, check whether the processor, the adapter and any attached cables is properly seated and check visually whether there is any foreign material in processor socket and any PCIe slot. If yes, reseal the processor, the adapter and any attached cables or clean the foreign material in processor socket and that PCIe slot.
2. Reload device driver.
3. Check the Lenovo support site for an applicable device driver, firmware update, or other information that applies to this error. Load the new device driver and install any required firmware updates.
4. Swap other PCIe devices in the slot, if the problem recurs on the same PCIe slot, inspect the PCIe slot for any damage. If the problem is solved, change another identical PCIe card to check whether the problem can be solved again.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **B136F200A: The specified PCIE device bus fatal error asserted.**

Bus Fatal Error

Severity: Error

User Action:

Complete the following steps:

1. If the server and/or any attached cables were recently installed, moved, serviced or upgraded, check whether the processor, the adapter and any attached cables is properly seated and check visually whether there is any foreign material in processor socket and any PCIe slot. If yes, reseal the processor, the adapter and any attached cables or clean the foreign material in processor socket and that PCIe slot.
2. Reload device driver.
3. Check the Lenovo support site for an applicable device driver, firmware update, or other information that applies to this error. Load the new device driver and install any required firmware updates.
4. Swap other PCIe devices in the slot, if the problem recurs on the same PCIe slot, inspect the PCIe slot for any damage. If the problem is solved, change another identical PCIe card to check whether the problem can be solved again.
5. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

- **B1E6F0800: This message is for the use case when an implementation has detected a System with No Bootable Media.**

## Boot Error | No bootable media

Severity: Warning

User Action:

Complete the following steps:

1. Make sure bootable media be installed correctly.
2. Make sure UEFI/Legacy OS in media corresponding boot mode set in UEFI setup.
3. Check the Lenovo support Web site for an applicable service bulletin or firmware update that applies to this error.
4. If the problem persists, collect service data log from the BMC Web interface and contact Lenovo Support (<https://datacentersupport.lenovo.com/serviceprovider>).

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## Notes

For the following event IDs:

- **B136F0807**
- **B136F1004**
- **B136F1008**
- **B136F2005**
- **B136F200A**
- **B136F100B**

If the event log is triggered by the sensor **NVMEs\_AER\_00-15** or **NVMEs\_AER\_16-31**, the user can get the BayID from the OEM data that was carried on log. BayID is represented by bit 4~7 in OEM data1.

**Note:** Bit 4~7: These four bits indicate 16 BayID in a range of 0~15. But to calculate the exact BayID, the user also needs to combine the sensor of this event.

- If the sensor is **NVMEs\_AER\_00-15**, BayID = value of bit 4~7 in OEM data1 + 0\*16
- If the sensor is **NVMEs\_AER\_16-31**, BayID = value of bit 4~7 in OEM data1 + 1\*16

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## Appendix A. Getting help and technical assistance

If you need help, service, or technical assistance or just want more information about Lenovo products, you will find a wide variety of sources available from Lenovo to assist you.

On the World Wide Web, up-to-date information about Lenovo systems, optional devices, services, and support are available at:

<http://datacentersupport.lenovo.com>

**Note:** IBM is Lenovo's preferred service provider for ThinkSystem.

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### Before you call

Before you call, there are several steps that you can take to try and solve the problem yourself. If you decide that you do need to call for assistance, gather the information that will be needed by the service technician to more quickly resolve your problem.

#### Attempt to resolve the problem yourself

You can solve many problems without outside assistance by following the troubleshooting procedures that Lenovo provides in the online help or in the Lenovo product documentation. The Lenovo product documentation also describes the diagnostic tests that you can perform. The documentation for most systems, operating systems, and programs contains troubleshooting procedures and explanations of error messages and error codes. If you suspect a software problem, see the documentation for the operating system or program.

You can find the product documentation for your ThinkSystem products at the following location:

<http://thinksystem.lenovofiles.com/help/index.jsp>

You can take these steps to try to solve the problem yourself:

- Check all cables to make sure that they are connected.
- Check the power switches to make sure that the system and any optional devices are turned on.
- Check for updated software, firmware, and operating-system device drivers for your Lenovo product. The Lenovo Warranty terms and conditions state that you, the owner of the Lenovo product, are responsible for maintaining and updating all software and firmware for the product (unless it is covered by an additional maintenance contract). Your service technician will request that you upgrade your software and firmware if the problem has a documented solution within a software upgrade.
- If you have installed new hardware or software in your environment, check <https://serverproven.lenovo.com/> to make sure that the hardware and software are supported by your product.
- Go to <http://datacentersupport.lenovo.com> and check for information to help you solve the problem.
  - Check the Lenovo forums at [https://forums.lenovo.com/t5/Datacenter-Systems/ct-p/sv\\_eg](https://forums.lenovo.com/t5/Datacenter-Systems/ct-p/sv_eg) to see if someone else has encountered a similar problem.

#### Gathering information needed to call Support

If you believe that you require warranty service for your Lenovo product, the service technicians will be able to assist you more efficiently if you prepare before you call. You can also see <http://datacentersupport.lenovo.com/warrantylookup> for more information about your product warranty.

Gather the following information to provide to the service technician. This data will help the service technician quickly provide a solution to your problem and ensure that you receive the level of service for which you might have contracted.

- Hardware and Software Maintenance agreement contract numbers, if applicable
- Machine type number (Lenovo 4-digit machine identifier)
- Model number
- Serial number
- Current system UEFI and firmware levels
- Other pertinent information such as error messages and logs

As an alternative to calling Lenovo Support, you can go to <https://support.lenovo.com/servicerequest> to submit an Electronic Service Request. Submitting an Electronic Service Request will start the process of determining a solution to your problem by making the pertinent information available to the service technicians. The Lenovo service technicians can start working on your solution as soon as you have completed and submitted an Electronic Service Request.

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## Collecting service data

To clearly identify the root cause of a server issue or at the request of Lenovo Support, you might need collect service data that can be used for further analysis. Service data includes information such as event logs and hardware inventory.

Service data can be collected through the following tools:

- **Lenovo XClarity Provisioning Manager**

Use the Collect Service Data function of Lenovo XClarity Provisioning Manager to collect system service data. You can collect existing system log data or run a new diagnostic to collect new data.

- **Lenovo ThinkSystem System Manager**

You can use the BMC Web user interface or the CLI to collect service data for the server. The file can be saved and sent to Lenovo Support.

- For more information about using the Web interface to collect service data, see [https://thinksystem.lenovofiles.com/help/topic/7Y00/bmc\\_user\\_guide.pdf](https://thinksystem.lenovofiles.com/help/topic/7Y00/bmc_user_guide.pdf).

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## Contacting Support

You can contact Support to obtain help for your issue.

You can receive hardware service through a Lenovo Authorized Service Provider. To locate a service provider authorized by Lenovo to provide warranty service, go to <https://datacentersupport.lenovo.com/serviceprovider> and use filter searching for different countries. For Lenovo support telephone numbers, see <https://datacentersupport.lenovo.com/supportphonenumber> for your region support details.

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