

M HPE Gen10、Gen10plus服务器出现关于Bank9/10/11相关的UMCE相关错 误

固件升级 BIOS **谢海涛** 2021-11-28 发表

DL580 Gen10

问题描述

服务器宕机,在IML日志中伴随出现UMCE打印:

11/15/2021 09:02:31,301: Uncorrectable Error Detected on the Previous Boot. Error information logge d to the Integrated Management Log. ACTION: Check the Integrated Management Log (IML) for additional information

11/15/2021 09:02:31,302: Uncorrectable Machine Check Exception (Processor 1, APIC ID 0x000000 00, **Bank 0x0000000A**, Status 0xBE200000"000C110A, Address 0x00000000"E0202000, Misc 0x00 207AA6"00C00086). ACTION:Update the system firmware. If the issue persists, contact support.

过程分析

关于此告警,HPE官网已发布过技术公告,为Intel CPU微码问题,需要升级BIOS版本到2.42以上:

https://support.hpe.com/hpesc/public/docDisplay?docLocale=en_US&docId=a00110879en_us

Intel has released new specification updates to their Xeon Scalable Processors (Skylake) and Secon d Generation Xeon Scalable Processors (Cascade Lake) in January 2021 that detail two new errata w hich are resolved, except for the HPE ProLiant e910/e910t Server Blade, by applying the System RO M version 2.42.

This failure only affects the Xeon Second Generation Scalable Processors. A failure will be logged in the Integrated Management Log (IML) similar to the following

Uncorrectable Machine Check Exception (Processor 2, APIC ID 0x00000070, Bank 0x00000003, Status 0x8E000000000800400, Address 0x000000000066F5128, Misc 0x000000000006EF5128). ACTION: Update the system firmware. If the issue perisats, contact support.

- The Bank value must have a value of 0x00000003
 The lower 8 characters of the Status field must exactly match the value "00800400" (see bold characters in Status field above).

This will be the only error logged for the failure in most instances. However, it is possible for one additional UNCE to be logged for Bank 0x00000004 with a Status field identical to the Status field of the Bank 3 error. This failure is defined as Errata CLXS3 in the Intel Xeon Second Generation Scalable Processor specification update.

Uncorrectable Machine Check Exception (Processor 2, APIC ID 0x00000070, Bank 0x00000009, Status 0xFE200000 0000110A). Address0x00000000 06EF5128, Misc 0x00A44126'005A4086). ACTION: Opdate the system firmware. If the issue persists, contact support.

In addition, posted interrupts must be enabled in the operating system. Posted interrupts are often used in virtualized environments to increase performance.

SCOPE

the HPE ProLiant Gen10, Apollo Gen10, Synergy Gen10 Compute Modules or Edgeline systems mentioned in the Platforms Affected below.

RESOLUTION

Microcode update from Intel addresses the problem, the microcode is included in System ROM 2.42(or later). Update to System ROM version 2.42 (or later) to resolve the above issues.

解决方法

升级BIOS到2.42以上,以修复此问题。