

知 HPE 服务器配置SATA SSD 设备连接在板载控制器的 AHCI 模式下可能会由于 AMS 版本 2.51.0.0 (或更早版本) 报告错误温度而导致意外关闭

驱动安装升级 Windows系统安装 翟秀文 2022-05-13 发表

组网及说明

运行 Windows 2012 R2 (或更高版本)

HPE Agentless Management Service 版本 2.51.0.0 (或更早版本)

任何 HPE ProLiant Gen10/Gen10 Plus 服务器和 HPE Synergy Gen10/Gen10 Plus 计算模块。

问题描述

在极少数情况下，ProLiant Gen10/Gen10 Plus 服务器或Synergy Gen10/Gen10 Plus 计算模块，在运行Windows Server 2012R2（或更高版本）操作系统，并且SATA SSD硬盘连接到板载控制器并设置AHCI模式，由于AMS版本2.51.0.2（或更早版本）错误的报告冷却不足，可能会出现意外关机。

在服务器IML日志中可能会看到如下类似报错：

Caution,248,11616,0x0D,Machine Environment,0x0B,IML,,Customer,03/07/2020

01:53:43:00,03/07/2020 01:53:42,169: System Overheating (Temperature Sensor 0, Location System, Temperature 127) ACTION:Check fans, processor heat sink and air baffles installation.

Critical,248,11618,0x000E,OS,0x0002,Other,03/07/2020 01:53:42,170: Automatic Operating System Shutdown Initiated Due to Overheat Condition ACTION:Check simultaneously logged messages for cause of shutdown and address those issues accordingly.

Caution,381,75625,0x0002,Machine Environment,0x0013,Cooling,07/11/2020 12:54:44,189: System Overheating (Temperature Sensor 0, Location System, Temperature 127) ACTION:Check fans, processor heat sink and air baffles installation.

Critical,381,75627,0x000E,OS,0x0002,Other,07/11/2020 12:54:44,190: Automatic Operating System Shutdown Initiated Due to Overheat Condition ACTION:Check simultaneously logged messages for cause of shutdown and address those issues accordingly.

Caution,601,68836,0x0002,Machine Environment,0x0013,Cooling,01/26/2021 11:51:23,248: System Overheating (Temperature Sensor 0, Location System, Temperature 107) ACTION:Check fans, processor heat sink and air baffles installation.

Critical,601,68838,0x000E,OS,0x0002,Other,01/26/2021 11:51:23,249: Automatic Operating System Shutdown Initiated Due to Overheat Condition ACTION:Check simultaneously logged messages for cause of shutdown and address those issues accordingly.

过程分析

由于AMS版本2.51.0.2 (或更早版本) 错误的报告冷却不足

解决方法

此问题将在下一版本的AMS中得到解决

注意：即使服务器关闭，温度读数也是错误的

