

知 H3C UniServer R4900 G5 LFF-(for SA)-国内版-带外报网卡超温

HDM 固件升级 物理服务器 孙洋 2024-10-30 发表

组网及说明

H3C UniServer R4900 G5 LFF-(for SA)-国内版
HDM版本3.47
BIOS版本5.71
CPLD固件版本 V009

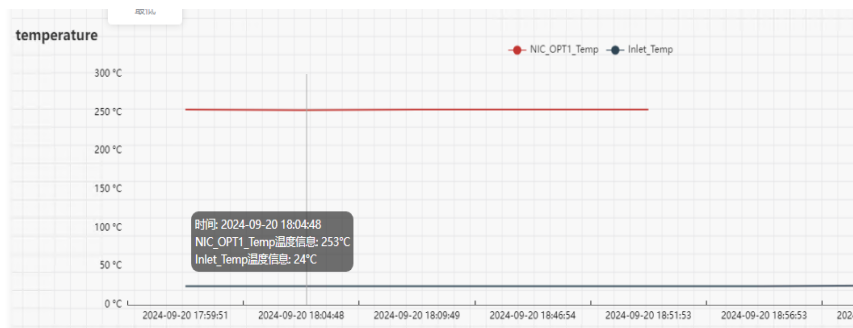
告警信息

Warning	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 18:20:22
Caution	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 18:21:39
Warning	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 18:21:40

问题描述

带外网卡报超温，之前更换过网卡，拔掉网卡后故障消失，拔掉网卡光模块问题消失，交换Slot位置，问题依旧

ID	Level	Type	Source	From	Time	Category	Description	Action	
1141	Warning	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 19:04:25	CUSTOMER	Exceeded the upper major threshold.—Current reading:7—Threshold reading:75	查看详情 故障建议
1144	Caution	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 19:05:42	CUSTOMER	Exceeded the upper minor threshold.—Current reading:6—Threshold reading:70	查看详情 故障建议
1145	Warning	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 19:05:42	CUSTOMER	Exceeded the upper major threshold.—Current reading:6—Threshold reading:75	查看详情 故障建议
1150	Caution	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 19:07:05	CUSTOMER	Exceeded the upper minor threshold.—Current reading:7—Threshold reading:70	查看详情 故障建议
1151	Warning	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 19:07:05	CUSTOMER	Exceeded the upper major threshold.—Current reading:7—Threshold reading:75	查看详情 故障建议
1154	Caution	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 19:08:29	CUSTOMER	Exceeded the upper minor threshold.—Current reading:6—Threshold reading:70	查看详情 故障建议
1155	Warning	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 19:08:30	CUSTOMER	Exceeded the upper major threshold.—Current reading:6—Threshold reading:75	查看详情 故障建议
1158	Caution	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 19:10:02	CUSTOMER	Exceeded the upper minor threshold.—Current reading:5—Threshold reading:70	查看详情 故障建议
1159	Warning	Temperature	NIC_OPT1_Temp	Assertion event	From BMC	2024-09-20 19:10:02	CUSTOMER	Exceeded the upper major threshold.—Current reading:5—Threshold reading:75	查看详情 故障建议



过程分析

【过程分析】

故障现象看，网卡在报超温的过程是设备启动后立刻就会报超温，且日志中看超温度数显示负值，超温告警信息读取到的值也不稳定，实际阈值在70~75°C，网卡NIC_OPT1_Temp温度信息显示253°C，因此判断此告警信息为误告警，查询当前HDM版本较低，建议客户升级HDM到3.49版本

解决方法

【解决方案】

误告警信息更新HDM固件版本解决，当前版本升级到3.49问题解决