

知 HPE ProLiant BL460c Gen10 服务器开机自检失败

内存 阎勇 2018-04-25 发表

组网及说明

HPE ProLiant BL460c Gen10 含双cpu、双内存配置。

问题描述

用户同时购买多台HPE BL460c Gen10 其中一台开机自检失败,自检报错信息: 231-Memory Configuration Error - No memory is available. If DIMMs are installed, verify that the corresponding processor is installed. (Major Code:000000E8, Minor Code:00000002). ACTION: Install memory. Consult the User Guide for more information on supported configurations.

```
231 - Memory Configuration Error - No memory is available. If DIMMs are installed, verify that the corresponding processor is installed. (Major Code:000000E8, Minor Code:00000002). Action: Install memory. Consult the User Guide for more information on supported configurations.
```

过程分析

通过Active health System log 分析发现,此台设备同时配置两颗Intel(R) Xeon(R) Gold 6140 CPU

Processor (Hyperthreading Disabled)	Socket	Cfg Spd	Max Spd	Cores	Stepping
Proc 1	Intel(R) Xeon(R) Gold 6140 CPU @ 2.30GHz	2.30 GHz	4.00 GHz	18/18	SkyLake SP H0
Proc 2	Intel(R) Xeon(R) Gold 6140 CPU @ 2.30GHz	2.30 GHz	4.00 GHz	18/18	SkyLake SP H0

共配置2条HPE 32GB (1 x 32GB) Dual Rank x4 DDR4-2666内存,且全部配置在2号cpu一侧

Physical Memory (2 DIMM(s) for 64 GB total memory)	Component	Size	Cfg Spd	Max Spd	C\Err	UC\Err	Smart	HPE	Technology	Vendor
PROC 1 DIMM 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 1 DIMM 2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 1 DIMM 3	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 1 DIMM 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 1 DIMM 5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 1 DIMM 6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 1 DIMM 7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 1 DIMM 8	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 2 DIMM 1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 2 DIMM 2	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	No	RDIMM	Samsung	Samsung
PROC 2 DIMM 3	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	No	RDIMM	Samsung	Samsung
PROC 2 DIMM 4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 2 DIMM 5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 2 DIMM 6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 2 DIMM 7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
PROC 2 DIMM 8	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

参考 BL460c Gen10Memory Population Rules and Guidelines如下信息当中描述“A minimum of one DIMM is required per processor”判断故障原因为错误的内存配置方式导致。

解决方法

将processor 2 dimm 2调整至processor 1 dimm 3后开机,顺利通过引导,故障消失。