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Procedure

On AIX 5.2, sysplanar0 UNDETERMINED ERROR (SRN: 651-880)

Product and platform:

Product: *Brisque* 5.x software
Platform: All *Brisque* platforms
Operating system: *IBM AIX* 5.2

Error:

`UNDETERMINED ERROR (SRN: 651-880) in errpt`

Symptoms:

The above error appears on *IBM AIX* 5.2 *Brisque* platforms.

Explanation:

The error message: `BFE4C025 1107063405 P H sysplanar0 UNDETERMINED ERROR` is recently displayed on *IBM AIX* 5.2 machines. The IBM service manual indicates that in most cases the message is informational and harmless (see page 344 in http://publib16.boulder.ibm.com/pseries/en_US/infocenter/base/hardware_docs/pdf/380604.pdf).

(Additional diagnostic information on this error is listed below for those who are interested in further information. Bytes 68 and 69 with value "A009" are marked in red on page 6).

```
Error message in errpt:
LABEL:          SCAN_ERROR_CHRP
IDENTIFIER:     BFE4C025
```

A more detailed error message:

```
===============================================================================
Date/Time:       Mon Nov 7 06:34:34 2005
Sequence Number: 904
Machine Id:      0057D54D4C00
Node Id:         brisque05
Class:           H
Type:            PERM
```

Resource Name: sysplanar0

Resource Class: planar

Resource Type: sysplanar_rspc

Location:

Description

UNDETERMINED ERROR

Failure Causes

UNDETERMINED

Recommended Actions

RUN SYSTEM DIAGNOSTICS.

Detail Data

PROBLEM DATA


```
0444 0003 0000 0084 C600 0008 0728 2400 2005 1107 0000 0000 0000 0000 0000 0000
0000 0000 0000 0000 0000 0000 0000 0000 4942 4D00 0000 0000 0050 3034 B100 4699
04A0 005D A009 C0F5 0000 0000 0000 7701 0000 0000 0000 0000 0000 0000 0000 0000
0100 0000 0000 0000 4231 3030 3436 3939 2020 2020 2020 2020 2020 2020 2020 2020
2020 2020 2020 2020 0002 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000
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0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000 0000
0000 0000 0000 0000 5247 3034 3033 3232 5F64 3735 6530 335F 7366 7731 3336 0000
```

```
Diagnostic Analysis:

Diagnostic Log sequence number: 5598

Resource tested:        sysplanar0

Resource Description:   System Planar

Location:

SRN:                    651-880

Description: The CEC or SPCN reported an error. Report the SRN and the following
reference and physical location codes to your service provider.

Possible FRUs:

Ref. Code:  B1004699 FRU: n/a                   n/a
```

Appendix: Additional extended diagnostics, as suggested by the IBM service manual:

Error Code B1xx 4699

The following error code was moved out of the Common Firmware Error Code table because of the size of the description column

Error Code	Description:	Action/ Possible Failing FRU:
B1xx 4699	Service processor firmware error or informational message.	For complete information regarding this error code, read through this entire section

This is usually an indication of a problem in the communication path between the HMC and the service processor. It may only be an informational message.

If the managed server is down, go to the service processor error log and find the error log entry containing B1xx 4699. Examine the first two bytes of word 13 of the detailed entry information.

If the managed server is running, examine the AIX error log entry containing B1xx 4699. This is a ″SCAN_ERROR_CHRP″ error with an identifier of BFE4C025. In the detail data, **find the string ″B1xx 4699″. (If present, it will be at byte 60 of the detail data.) Go forward 8 bytes after the ″B1″ to byte 68 and examine bytes 68 and 69.**

Perform the following actions based on the values of bytes 68 and 69 listed below from the AIX error log entry, or on the first two bytes of word 13 from the service processor error log entry:

2200: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

2209: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

2306: No processor card is detected in slot one (U0.1-P1-C1); a processor card is required in the first slot for the system to boot.

Actions:
1. If a processor card is not plugged into slot one (U0.1-P1-C1), plug a processor card into the slot.
2. If a processor card is plugged in slot one (U0.1-P1-C1), reseat the card in its connector. If reseating the processor card does not fix the problem, replace it.

2310: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

2311: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

2315: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

240A: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

240B: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

24FF: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

2504: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

2512: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

2513: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

2524: Informational message.

Actions: This is an informational message. No action is required by the customer or service **representative.**

2526: Informational message.

Actions: This is an informational message. No action is required by the customer or service representative.

35EF: The scan dump code was not able to successfully complete the request to close the connection to the load source.

Actions: This is an informational message. No action is required by the customer or service representative.

9900: Memory allocation failure during firmware update.

Actions:
1. Reset the system using the pin-hole reset button on the operator panel. Retry the operation that caused this error code.
2. Check for a later level of firmware than the one that you were trying to install. Apply if available.
3. Call service support.

9901: State sequence error found during CRC query during firmware update.

Actions:
1. Reset the system using the pin-hole reset button on the operator panel. Retry the operation that caused this error code.
2. Check for a later level of firmware than the one that you were trying to install. Apply if available.
3. Call service support.

9902: Mailbox LID data failure during firmware update.

Actions:
1. Reset the system using the pin-hole reset button on the operator panel. Retry the operation that caused this error code.
2. Check for a later level of firmware than the one that you were trying to install. Apply if available.
3. Call service support.

9903: State sequence error found after a firmware update LID was received during firmware update.

Actions:
1. Reset the system using the pin-hole reset button on the operator panel. Retry the operation that caused this error code.
2. Check for a later level of firmware than the one that you were trying to install. Apply if available.
3. Call service support.

9904: Error while flashing an update LID during firmware update.

Actions:
1. Reset the system using the pin-hole reset button on the operator panel. Retry the operation that caused this error code.
2. Check for a later level of firmware than the one that you were trying to install. Apply if available.
3. Call service support.

9905: CRC mismatch after a firmware update LID was received during firmware update.

Actions:
1. Reset the system using the pin-hole reset button on the operator panel. Retry the operation that caused this error code.
2. Check for a later level of firmware than the one that you were trying to install. Apply if available.
3. Call service support.

9906: Software problem during firmware update from operating system.

Actions:
1. Check for a system firmware update that is later than the one that caused this error. Apply if available.
2. Call service support.

9920: Error occurred during model upgrade from a pSeries 670 (7040 model 671) to a pSeries 690 (7040 model 681).

Actions:
1. Verify that the system being upgraded is a pSeries 670 (7040 model 671). This error will occur if the system has already been upgraded.
2. The special model upgrade diskette might be damaged. Obtain another model upgrade diskette.
3. The diskette drive in the media subsystem might be damaged. Replace it.
4. Check for system firmware updates. Apply if available.
5. Call service support.

A205: Machine type and model fields are not valid in the VPD module. Obtain a new operator panel. Do not swap the old VPD module onto the new operator panel. Call service support for instructions on how to write the machine type and model into the new VPD module.

A20B: Error requesting trace buffer for service processor.

Actions:
1. Reset the service processor, if possible.
2. 2. Check for system firmware updates. Apply the updates if they are available.

A218: Unknown return code detected.

Actions:

Check for system firmware updates. Apply the updates if they are available.

A21A: Error allocating an internal service processor.

Actions:
1. Reset the service processor, if possible.
2. Check for system firmware updates. Apply the updates if they are available.

A800: This indicates an HMC/service processor initialization failure.

Actions:
1. Check for system firmware updates.
2. Replace the primary I/O book, location: U1.18-P1-H2.

A801: This indicates an HMC wrap failure.

Actions: Replace the primary I/O book, location: U1.18-P1-H2.

A806: This indicates a loss of the surveillance heartbeat between the HMC and the service processor.

Actions:
1. Make sure that the HMC is booted and operational.
2. Check the serial cables that go from the HMC to the primary I/O book, location: U1.18-P1-H2.

If there are no other error codes or indications of a problem, the A806 (loss of surveillance heartbeat) was a temporary condition and has been resolved; the B1xx4699 code is then an informational message only. If the problem persists:

1. Run diagnostics on the serial port on the HMC.
2. Replace the primary I/O book, location U1.18-P1-H2.

Values of A009 and A719 of bytes 68 and 69 in the AIX error log entry or the first two bytes of word 13 in the service processor error log entry are also informational entries:

A009: The system received a power-off request at runtime from the HMC, or the white button on the operator panel was used to power down the system at runtime.

A719: Primary power failed; the system switched to battery backup power.

The following values of bytes 68 and 69, or the first half of word 13, indicate an internal error occurred in the capacity upgrade on demand (CUoD) firmware or hardware that was corrected. No action is required by the customer or service representative.

C101, C103, C104, C109, C10B, C10C, C10D, C10E, C10F, C110, C112, C113, C114, C115, C116, C117, C118, C11A, C11F, C120, C121, C122, C123, C124, C125, C126, C127, C128, C129, C12A, C12B, C12C, C12D, C12E, C12F, C130, C131, C132, C133, C134, C135, C136, C138, C13B, C13C, C140, C141, C142, C143, C144, C145, C146, C147, C149, C14A, C14B, C14C, C14D, C14E, C14F, C150, C151, C152, C153, C154, C155, C156, C158, C159

For all other values of bytes 68 and 69, or the first two bytes of word 13, do the following:

1. Check for system firmware updates.
2. Reset the service processor by activating the pinhole reset switch on the operator panel.
3. Call service support.

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