

# Event and Error Message Reference Guide for Dell EMC PowerEdge Servers

## Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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# Introduction

This Error and Event Message reference guide lists the messages that are displayed on graphical user interface (GUI), command line interface (CLI), and stored in the log files. Messages are displayed or stored as a result of user action, automatic event occurrence, or for data logging purposes.

For information about the event and error messages generated by the system firmware and agents that monitor system components, go to [qrl.dell.com](http://qrl.dell.com) > **Look Up** > **Error Code**, type the error code, and then click **Look it up**.

For complete description about event and error messages, see EEMI Guide at <https://qrl.dell.com/#/lookup> > **Error Code**.

- Messages are divided into three elements:
  - **Message:** Indicates the actual message, and probable cause, wherever applicable.
  - **Recommended Response Action:** Indicates the remedial tasks to be performed by the user to resolve an issue. Comprehensive information is given about the GUI navigation path (or RACADM and WS-Man commands) that helps is effective and fast resolution.
  - **Detailed Description:** Provides more info about the error or event, where appropriate.
- Messages are classified according to hardware- and software categories in the server and its management applications (such as iDRAC, OMSA, CMC, and Lifecycle Controller). The category and severity of each message is also specified.
- Use the EEMI reference guide to understand more about the events and resolve issues associated with your Dell Enterprise systems.
- Messages are prefixed with event type to help easy identification. For example PSU, STOR, and VLT representing power supply unit, storage and voltage respectively. Expansion of acronyms used for classifying error messages is listed in the table here:

Acronym	Category
AMP	Amperage
ASR	Auto Sys Reset
BAR	Backup & Restore
BAT	Battery Event
BIOS	BIOS management
BOOT	Boot control
CBL	Cable
CMC	Chassis Management Control
CPU	Processor
CPUA	Proc Absent
CTL	Storage Controller
DH	Certificate Management
DIAG	Diagnostic
DIS	Auto-discovery
DKM	Dell Key Manager
ENC	Storage enclosure
EPP	Extended power performance
FAN	Fan event
FC	Fibre channel

FCD	Feature card
FLDC	Unknown
FSD	Debug
HWC	Hardware configuration
IOID	I/O Identify optimization
IOV	I/o virtualization
IPA	DRAC IP address
ISM	iDRAC Service Module
JCP	Job control
LC	Lifecycle Controller
LIC	Licensing
LNK	Link status
LOG	Log event
MEM	Memory
NIC	NIC configuration
OSD	OS deployment
OSE	OS event
PCI	PCI device
PDR	Physical disk drive
PFM	System performance event
POW	Power usage
PR	Part exchange
PST	BIOS POST
PSU	Power supply unit
PSUA	PSU absent
PWR	Power usage
RAC	RAC event
RDU	Redundancy
RED	FW download
RFL	IDSDM media
RFLA	IDSDM absent
RFM	Flex address SD
RRDU	IDSDM redundancy
RSI	Remote service
SEC	Security event
SEL	System event log
SSD	PCIe SSD
STOR	Storage
SUP	Firmware update job

SWC	Software configuration
SWU	Software change
SYS	System info
TMP	Temperature
TMPS	Temperature statistics
TST	Test alert
UEFI	UEFI event
USR	User tracking
VDR	Virtual drive
VF	vFlash media
VFL	vFlash event
VFLA	vFlash absent
VLT	Voltage
VME	Virtual media
VRM	Virtual console

### Topics:

- [Alert category definition](#)
- [Intended audience](#)

## Alert category definition

- **System Health:** Represents all the alerts that are related to hardware within the system chassis. For example, temperature errors, voltage errors, and device errors.
- **Storage Health:** Represents alerts that are related to the storage subsystem. For example, controller errors, physical disk drive errors, and virtual drive errors.
- **Configuration:** Represents alerts that are related to hardware, firmware, and software configuration changes. For example, PCI-e card added or removed, RAID configuration changed, and iDRAC license changed.
- **Audit:** Category represents the audit log. Examples include, user login/logout information, Password authentication failures, session info, power states.
- **Update:** Represents alerts that are generated because of firmware or driver upgrades and downgrades. This does not represent firmware inventory.

## Intended audience

This Error and Event Message reference guide is intended for system administrators and other users involved in managing and troubleshooting Dell EMC Enterprise systems. For quick and easy reference, this guide is available on mobile devices also.

# Getting help

## Topics:

- [Recycling or End-of-Life service information](#)
- [Contacting Dell](#)
- [Accessing system information by using QRL](#)
- [Receiving automated support with SupportAssist](#)

## Recycling or End-of-Life service information

Take back and recycling services are offered for this product in certain countries. If you want to dispose of system components, visit [www.dell.com/recyclingworldwide](http://www.dell.com/recyclingworldwide) and select the relevant country.

## Contacting Dell

Dell provides online and telephone based support and service options. If you do not have an active internet connection, you can find Dell contact information on your purchase invoice, packing slip, bill or Dell product catalog. The availability of services varies depending on the country and product, and some services may not be available in your area. To contact Dell for sales, technical assistance, or customer service issues:

1. Go to [www.dell.com/support/home](http://www.dell.com/support/home)
2. Select your country from the drop-down menu on the lower right corner of the page.
3. For customized support:
  - a. Enter the system Service Tag in the **Enter a Service Tag, Serial Number, Service Request, Model, or Keyword** field.
  - b. Click **Submit**.  
The support page that lists the various support categories is displayed.
4. For general support:
  - a. Select your product category.
  - b. Select your product segment.
  - c. Select your product.  
The support page that lists the various support categories is displayed.
5. For contact details of Dell Global Technical Support:
  - a. Click [Global Technical Support](#)
  - b. The **Contact Technical Support** page is displayed with details to call, chat, or e-mail the Dell Global Technical Support team.

## Accessing system information by using QRL

You can use the Quick Resource Locator (QRL) to get immediate access to the information about your system. If you want to access information specific to the system Service Tag, such as configuration and warranty, you can access QR code located on the system Information tag.

Ensure that your smart phone or tablet has the QR code scanner installed.

The QRL includes the following information about your system:

- How-to videos
- Reference materials, including the Owner's Manual, LCD diagnostics, and mechanical overview
- A direct link to Dell to contact technical assistance and sales teams

1. Go to [www.dell.com/qrl](http://www.dell.com/qrl) and navigate to your specific product or
2. Use your smart phone or tablet to scan the model-specific Quick Resource (QR) code on your PowerEdge system or in the Quick Resource Locator section.

## Receiving automated support with SupportAssist

Dell EMC SupportAssist is an optional Dell EMC Services offering that automates technical support for your Dell EMC server, storage, and networking devices. By installing and setting up a SupportAssist application in your IT environment, you can receive the following benefits:

- **Automated issue detection** — SupportAssist monitors your Dell EMC devices and automatically detects hardware issues, both proactively and predictively.
- **Automated case creation** — When an issue is detected, SupportAssist automatically opens a support case with Dell EMC Technical Support.
- **Automated diagnostic collection** — SupportAssist automatically collects system state information from your devices and uploads it securely to Dell EMC. This information is used by Dell EMC Technical Support to troubleshoot the issue.
- **Proactive contact** — A Dell EMC Technical Support agent contacts you about the support case and helps you resolve the issue.

The available benefits vary depending on the Dell EMC Service entitlement purchased for your device. For more information about SupportAssist, go to [www.dell.com/supportassist](http://www.dell.com/supportassist).