

**External I/O Expansion Unit
for SPARC Enterprise
M4000/M5000/M8000/M9000 Servers**

Product Notes



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Preface

These product notes contain important and late-breaking information about the External I/O Expansion Unit hardware, software, or documentation that became known after the documentation set was published.

This section includes:

- [“Technical Support” on page vii](#)
- [“Manuals on the Web” on page vii](#)
- [“Documentation Feedback” on page viii](#)

Technical Support

If you have technical questions or issues that are not addressed in the External I/O Expansion Unit documentation, contact a sales representative or a certified service engineer.

Manuals on the Web

Instructions for installing, administering, and using your External I/O Expansion Unit are provided in the External I/O Expansion Unit related documentation. The External I/O Expansion Unit related documentation is available for download from the following website:

Global Site

<http://www.fujitsu.com/sparcenterprise/manual/>

Japanese Site

<http://primeserver.fujitsu.com/sparcenterprise/manual/>

North American Site

<http://download.computers.us.fujitsu.com/>

Note – Information in these product notes supersedes the information in the External I/O Expansion Unit related documentation.

Sun Oracle Software (for Oracle Solaris OS, and so on) Related Manuals

<http://docs.sun.com/>

Documentation Feedback

If you have any comments or requests regarding this document, or if you find any unclear statements in the document, please state your points specifically on the form at the following URL.

For Users in U.S.A., Canada, and Mexico:

http://www.computers.us.fujitsu.com/www/support_servers.shtml?support/servers

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http://www.fujitsu.com/global/contact/computing/sparce_index.html

External I/O Expansion Unit Product Notes

This document includes these topics:

- [“Supported Hardware, Firmware, and Software”](#) on page 1
 - [“Functionality Issues”](#) on page 2
 - [“Documentation Updates”](#) on page 8
-

Supported Hardware, Firmware, and Software

The following hardware, firmware, and software versions are supported in this release:

- SPARC Enterprise M4000/M5000/M8000/M9000 servers
- XSCF Control Package (XCP) 1041 or later
If the XCP version of your server is earlier than XCP 1041, you must upgrade to XCP 1041 or later. For instructions, see the product notes for your server.
- The first version of the Oracle Solaris Operating System (OS) to support these servers is the Oracle Solaris 10 11/06 OS.

Patch Information

Your SPARC Enterprise M4000/M5000/M8000/M9000 server might have additional patch requirements for proper server operations. Install the mandatory patches that are required for your server. For more information, see the product notes for your server.

Functionality Issues

This section lists known issues for the External I/O Expansion Unit.

Note – Additional issues regarding the External I/O Expansion Unit might be found in the software release notes for your operating system or the hardware product notes for your server.

Known Issues

PSU Does Not Automatically Turn On Again After a Power Failure

A PSU might not automatically turn on again after an interruption of AC power that lasts 55 seconds or more. This failure can occur if the AC cord is temporarily unplugged, or if the AC breaker temporarily loses input AC power. When the AC cord is plugged back in, or AC power is restored at the AC breaker, the AC Power LED will light on the front of the PSU, but the DC Power LED will remain off.

Note – This problem does not occur when the PSU AC switch is manually turned off and then on again. The problem occurs when the AC switch is in the On position at the time the AC cord is temporarily unplugged or the AC breaker temporarily loses power.

Assuming that there is not an actual failure in the PSU, the workaround is:

1. **Restore AC power to the PSU.**
2. **Turn off the PSU AC switch.**
3. **Wait approximately 15 seconds, then turn on the PSU AC switch.**

The green AC Power LED and the green DC Power LED will light.

Caution – If the amber Fault/Locate LED turns on, contact a sales representative or a certified service engineer.



Other Current Issues

TABLE 1 lists open issues for the External I/O Expansion Unit.

TABLE 1 Current Issues (1 of 2)

CR ID	Description	Workaround
6545639	PCI66MHz cards are not supported.	No workaround.
6562020	The <code>snmp</code> daemon might quit while detaching FRUs in the External I/O Expansion Unit.	To restart the <code>snmp</code> daemon, issue the command <code>setsnmp enable</code> .
6564649	A Power Supply Unit(PSU) might not report the correct internal temperature.	If the reported temperature appears to be outside the range of expected readings, take multiple temperature samples and take the average value of multiple readings. To manually display the PSU temperature, use the <code>ioxadm env -t</code> command. Refer to the <code>ioxadm (8)</code> man page for more information.
6582282	Ambient temperature at alarm threshold triggers an excessive number of messages: <code>ereport.chassis.env.temp.otw</code> (the message repeats)... The <code>showlogs(8)</code> output contains: <code>Msg: High temperature warning</code>	Reduce the ambient temperature if it is at or exceeds the maximum (38°C/100°F). Note: the ambient temperature is measured at the intakes of the PSUs. Multiple messages are generated if the ambient temperature continuously fluctuates above and below the maximum value. A single message is generated if the ambient temperature exceeds the maximum without fluctuating above and below the maximum.

TABLE 1 Current Issues (2 of 2)

CR ID	Description	Workaround
6600214	<p>When both PSUs in the External I/O Expansion Unit are off, and one PSU is then turned on, the chassis overtemperature LED might turn on in error.</p> <p>And a few minutes after the domain start, either or both of the following ereport messages might be displayed:</p> <pre>ereport.chassis.i2c.nresp or ereport.chassis.env.temp.otw</pre> <p>The showlogs(8) output contains:</p> <pre>Msg: TWI access error (code=1707) Msg: TWI access error (code=1709) or Msg: High temperature warning</pre>	<p>Recover with this procedure:</p> <ul style="list-style-type: none"> • Power off the affected domains. • Power off both PSUs on the External I/O Expansion Unit. • When the DC Power LED on both PSUs turn off, disconnect both AC cables. • After 10 seconds or more, reconnect the AC cables. • Power on the External I/O Expansion Unit. • Power on the affected domains. <p>If the recovery procedure fails, contact a sales representative or a certified service engineer.</p> <p>Note - The output of <code>ereport.chassis.env.temp.otw(Msg:High temperature warning)</code> might indicate the temperature error. Execute the <code>ioxadm env -t</code> command to check the internal temperature of External I/O Expansion Unit. Refer to the <code>ioxadm(8)</code> man page for more information.</p>
6660119	<p>If the AC switches on the PSUs are still in the On position when the AC cables are unplugged, the Fault/Locate LED of PSU might turn on and the server might display the following error messages:</p> <pre>ereport.chassis.device.fan.tooslow ereport.chassis.device.power.ovf ereport.chassis.device.power.ocf ereport.chassis.device.power.otf ereport.chassis.device.power.ocw ereport.chassis.device.power.sw-off ereport.chassis.device.power.ac-warn</pre> <p>The showlogs(8) output contains:</p> <pre>Msg:Low rotation error Msg:Overvoltage failure Msg:Overcurrent failure Msg:High temperature failure Msg:Overcurrent warning Msg:Switch is turned off Msg:Low input voltage</pre>	<p>Contact a sales representative or a certified service engineer.</p> <p>Note - Before you disconnect the AC cables, verify that both of the PSU AC switches are in the Off position.</p>

Closed Issues

[TABLE 2](#) lists issues that were closed by hardware or software updates.

Note – The second column in [TABLE 2](#) includes suggestions for updates that can eliminate the need for workarounds.

To determine the versions of Bridge Controller and Fan Controller firmware in your system, see *External I/O Expansion Unit Installation and Service Manual* for your server.

TABLE 2 Closed Issues (1 of 3)

CR ID	Fixed in:	Description	Workaround
6510888	XCP1041	A link card might display the following messages: <code>ereport.chassis.env.temp.utw</code> The <code>showlogs(8)</code> output contains: <code>Msg: Low temperature warning</code>	No workaround. Ignore the error message.
6524588	Driver Patch 914568-02	Gigabit Ethernet card (SE0X7GQ1*,SE0X7GD1*,SE0X7GD2*) drops or misses INTx interrupts under heavy traffic.	Check for the availability of the latest driver patch.
6555583	XCP 1050 with Bridge Controller Firmware 2.4	The link does not recover after the link cable is disconnected from a running system and then reconnected.	Power cycle the affected domain.
6557227	Bridge Controller Firmware 2.1	When a domain is turned off, the External I/O Expansion Unit that is attached to that domain does not always power off the I/O boat.	Manually power off the External I/O Expansion Unit if the domain will remain turned off for an extended period.
6559504	Oracle Solaris 10 8/07	Error messages from the <code>nxge</code> driver (" <code>nxge_ipp_eccue_valid_check</code> ") cause repeated displays of FMA error messages.	Ignore the error messages.
6562085	Fan Controller Firmware 2.2	An I/O boat might not report the correct internal temperature.	Ignore the reported temperature. If you wish to display the correct temperatures, first reset the unit, then display the temperatures with the following commands: <ul style="list-style-type: none">• <code>ioxadm reset target</code>• <code>ioxadm env</code> Refer to the <code>ioxadm (8)</code> man page for more information.

TABLE 2 Closed Issues (2 of 3)

CR ID	Fixed in:	Description	Workaround
6563777	Fan Controller Firmware 2.4	If an I/O boat is removed and then inserted again in the External I/O Expansion Unit, the server might generate the following error messages: ereport.chassis.device.link-down ereport.chassis.i2c.nresp ereport.chassis.i2c.intr-fail The showlogs(8) output contains: Msg: Link Error Msg: TWI access error (code=1701) Msg: TWI access error (code=1706) Msg: TWI access error (code=1B01)	Reset the External I/O Expansion Unit with the <code>ioxadm reset target</code> command.
6564631	XCP 1060	The showstatus command does not display faults in the External I/O Expansion Unit.	No workaround.
6564658	XCP 1050	A link card might display the following messages: ereport.chassis.env.tmp.utw The showlogs(8) output contains: Msg: Low temperature warning	No workaround. Ignore the error message.

TABLE 2 Closed Issues (3 of 3)

CR ID	Fixed in:	Description	Workaround
6565649	XCP 1050	<p>A PCI Express boat might intermittently not power on or might display the following error message:</p> <pre>ereport.chassis.power.uvf</pre> <p>The showlogs(8) output contains:</p> <pre>Msg: Under voltage failure</pre>	<p>Contact a sales representative or a certified service engineer to request a replacement I/O boat.</p> <p>Until the replacement is available, use the following procedure if the I/O boat fails to power on automatically.</p> <p>Note that the Fault/Locate LED on the I/O boat will continue to be lighted after the workaround procedure has been performed, but the I/O boat will otherwise operate normally.</p> <ul style="list-style-type: none">• Power off the affected domains.• Power off the External I/O Expansion Unit.• Power on the External I/O Expansion Unit.• Power on the affected domains. <p>If the recovery procedure fails, contact a sales representative or a certified service engineer.</p> <p>Note - If the following message is displayed in XCP1050 or later, contact a sales representative or a certified service engineer.</p> <pre>Msg: Under voltage failure</pre>
6568364	XCP 1050	<p>The <code>prtfru</code> command does not display some status fields for the External I/O Expansion Unit.</p>	<p>No workaround.</p>
6572281	XCP 1050	<p>When the system is powered on, or during system reboot, the server might generate the following message:</p> <pre>ereport.chassis.i2c.intr_fail</pre> <p>The showlogs(8) output contains:</p> <pre>Msg: TWI access error (code=1B0x)</pre> <p>where <i>x</i> can be 1-5.</p>	<p>To verify that interrupts are working, use the <code>ioxadm</code> command to turn on a Fault/Locate LED.</p> <ul style="list-style-type: none">• If the LED turns on, interrupts are being processed correctly. Ignore the error messages.• If the LED does not turn on, interrupts are not being processed. Contact a sales representative or a certified service engineer. <p>Refer to the <code>ioxadm</code> (8) man page for more information.</p>

Notes on Hot-plug Operation

When you perform the hot-plug (PHP) operation to the link card to unconfigure and configure the External I/O Expansion Unit on which the Single/Dual channel 4Gbps Fibre Channel card (SE0X7F11F/SE0X7F12F) mounted, you need the PHP operation to unconfigure and configure the card SE0X7F11F/SE0X7F12F itself, after you configured the External I/O Expansion Unit. If you don't perform the PHP operation, SE0X7F11F/SE0X7F12F will not be recognized.

When you perform the Dynamic Reconfiguration (DR) operation to unconfigure and configure the External I/O Expansion Unit, you do not need the above PHP operation.

Documentation Updates

External I/O Expansion Unit Installation and Service Manual was updated in December 2010. There are no additional updates planned at this time.