

K TROUBLESHOOTING

5. TROUBLESHOOTING (IC-601)

5.1 IC malfunction code list

Classification	Malfunction code	Cause	Resulting operation	Estimated abnormal parts	Faulty part isolation DIPSW	Control when
SSD abnormality	00-001	Controller SSD cannot be recognized.	IC stops immediately.	<ul style="list-style-type: none"> SSD System control board (SCB) 		
Unmatched spec.	00-002	Spec. settings do not match between SSD, HDD /1 (HDD1), and /2 (HDD2).		<ul style="list-style-type: none"> HDD/1 (HDD1) HDD/2 (HDD2) 		
Unmatched version	00-003	Version information does not match between SSD, HDD /1 (HDD1), and /2 (HDD2).		<ul style="list-style-type: none"> HDD/1 (HDD1) HDD/2 (HDD2) 		
HDD abnormality	00-004	HDD/1 (HDD1) and /2 (HDD2) cannot be recognized.		<ul style="list-style-type: none"> HDD/1 (HDD1) HDD/2 (HDD2) 		
	00-005	One of the HDD/1 (HDD1) or HDD/2 (HDD2) cannot be recognized.		<ul style="list-style-type: none"> HDD/1 (HDD1) HDD/2 (HDD2) 		
	00-010	Serial numbers of both of HDD/1 (HDD1) and /2 (HDD2) do not match. HDD1 and HDD2 are replaced.		<ul style="list-style-type: none"> HDD/1 (HDD1) HDD/2 (HDD2) 		
	00-011	Serial number of HDD/1 (HDD1) does not match. HDD1 is replaced.		HDD/1 (HDD1)		
	00-012	Serial number of HDD/2 (HDD2) does not match. HDD2 is replaced.		HDD/2 (HDD2)		
	00-013	Partition structure abnormality or file system abnormality of both of HDD/1 (HDD1) and /2 (HDD2).		<ul style="list-style-type: none"> HDD/1 (HDD1) HDD/2 (HDD2) 		
	00-014	Partition structure abnormality or file system abnormality of HDD/1 (HDD1).		HDD/1 (HDD1)		
	00-015	Partition structure abnormality or file system abnormality of HDD/2 (HDD2).		HDD/2 (HDD2)		
	00-017	One of the HDD cannot be recognized, and the serial number of the other HDD does not match.		<ul style="list-style-type: none"> HDD/1 (HDD1) HDD/2 (HDD2) 		
	00-020	Failed to start the RAID structure.		<ul style="list-style-type: none"> HDD/1 (HDD1) HDD/2 (HDD2) 		
	00-021	HDD access abnormality. Failed to access to one of the partition of HDD.		<ul style="list-style-type: none"> HDD/1 (HDD1) HDD/2 (HDD2) 		
Mismatch of compatible model (control FW)	30-001	At the time of IC startup, data for check gets broken or error occurs while the FW checks the model.	IC stops immediately.	SSD		
Mismatch of compatible model (kernel)	30-002	At the time of IC startup, data for check gets broken or error occurs while the kernel checks the model.		SSD		
ISW failed	30-003	Firmware version up of the controller failed.	IC stops immediately.	SSD		
Failure of changing the model setting	30-010	When the model that uses the IC is changed (such as from C8000 to C7000), the	IC stops immediately.	SSD		

Classification	Malfunction code	Cause	Resulting operation	Estimated abnormal parts	Faulty part isolation DIPSW	Control when
Fan abnormality		FW to be started is switched internally. However, this process fails.				
	40-001	The lock of CPU fan (FM4) is detected.		CPU fan (FM4)		
	40-002	The lock of BOX ventilation fan (FM1) is detected.		BOX ventilation fan (FM1)		
	40-003	The locks of CPU fan (FM4) and BOX ventilation fan (FM1) are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • BOX ventilation fan (FM1) 		
	40-004	The lock of HDD cooling fan (FM3) is detected.		HDD cooling fan (FM3)		
	40-005	The locks of CPU fan (FM4) and HDD cooling fan (FM3) are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • HDD cooling fan (FM3) 		
	40-006	The locks of BOX ventilation fan (FM1) and HDD cooling fan (FM3) are detected.		<ul style="list-style-type: none"> • BOX ventilation fan (FM1) • HDD cooling fan (FM3) 		
	40-007	The locks of CPU fan (FM4), BOX ventilation fan (FM1) and HDD cooling fan (FM3) are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • BOX ventilation fan (FM1) • HDD cooling fan (FM3) 		
	40-008	The lock of FPGA fan (FM2) is detected.		FPGA fan (FM2)		
	40-009	The locks of CPU fan (FM4) and FPGA fan (FM2) are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • FPGA fan (FM2) 		
	40-010	The locks of BOX ventilation fan (FM1) and FPGA fan (FM2) are detected.		<ul style="list-style-type: none"> • BOX ventilation fan (FM1) • FPGA fan (FM2) 		
	40-011	The locks of CPU fan (FM4), BOX ventilation fan (FM1) and FPGA fan (FM2) are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • BOX ventilation fan (FM1) • FPGA fan (FM2) 		
	40-012	The locks of HDD cooling fan (FM3) and FPGA fan (FM2) are detected.		<ul style="list-style-type: none"> • HDD cooling fan (FM3) • FPGA fan (FM2) 		
	40-013	The locks of CPU fan (FM4), HDD cooling fan (FM3) and FPGA fan (FM2) are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • HDD cooling fan (FM3) • FPGA fan (FM2) 		
	40-014	The locks of BOX ventilation fan (FM1), HDD cooling fan (FM3) and FPGA fan (FM2) are detected.		<ul style="list-style-type: none"> • BOX ventilation fan (FM1) • HDD cooling fan (FM3) • FPGA fan (FM2) 		
	40-015	The locks of CPU fan (FM4), BOX ventilation fan (FM1), HDD cooling fan (FM3) and FPGA fan (FM2) are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • BOX ventilation fan (FM1) • HDD cooling fan (FM3) • FPGA fan (FM2) 		
	40-016	The lock of cooling fan in the DC power supply is detected.		Cooling fan in the DC power supply		
	40-017	The locks of CPU fan (FM4) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • Cooling fan in the DC power supply 		
	40-018	The locks of BOX ventilation fan (FM1) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • BOX ventilation fan (FM1) • Cooling fan in the DC power supply 		

Classification	Malfunction code	Cause	Resulting operation	Estimated abnormal parts	Faulty part isolation DIPSW	Control when
	40-019	The locks of CPU fan (FM4), BOX ventilation fan (FM1) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • BOX ventilation fan (FM1) • Cooling fan in the DC power supply 		
	40-020	The locks of HDD cooling fan (FM3) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • HDD cooling fan (FM3) • Cooling fan in the DC power supply 		
	40-021	The locks of CPU fan (FM4), HDD cooling fan (FM3) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • HDD cooling fan (FM3) • Cooling fan in the DC power supply 		
	40-022	The locks of BOX ventilation fan (FM1), HDD cooling fan (FM3) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • BOX ventilation fan (FM1) • HDD cooling fan (FM3) • Cooling fan in the DC power supply 		
	40-023	The locks of CPU fan (FM4), BOX ventilation fan (FM1), HDD cooling fan (FM3) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • BOX ventilation fan (FM1) • HDD cooling fan (FM3) • Cooling fan in the DC power supply 		
	40-024	The locks of FPGA fan (FM2) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • FPGA fan (FM2) • Cooling fan in the DC power supply 		
	40-025	The locks of CPU fan (FM4), FPGA fan (FM2) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • FPGA fan (FM2) • Cooling fan in the DC power supply 		
	40-026	The locks of BOX ventilation fan (FM1), FPGA fan (FM2) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • BOX ventilation fan (FM1) • FPGA fan (FM2) • Cooling fan in the DC power supply 		
	40-027	The locks of CPU fan (FM4), BOX ventilation fan (FM1), FPGA fan (FM2) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • BOX ventilation fan (FM1) • FPGA fan (FM2) • Cooling fan in the DC power supply 		
	40-028	The locks of HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • HDD cooling fan (FM3) • FPGA fan (FM2) • Cooling fan in the DC power supply 		
	40-029	The locks of CPU fan (FM4), HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • HDD cooling fan (FM3) • FPGA fan (FM2) • Cooling fan in the DC power supply 		
	40-030	The locks of BOX ventilation fan (FM1), HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply are detected.		<ul style="list-style-type: none"> • BOX ventilation fan (FM1) • HDD cooling fan (FM3) • FPGA fan (FM2) • Cooling fan in the DC power supply 		
	40-031	The locks of all fans are detected.		<ul style="list-style-type: none"> • CPU fan (FM4) • BOX ventilation fan (FM1) • HDD cooling fan (FM3) • FPGA fan (FM2) • Cooling fan in the DC power supply 		

5.2 IC solution

5.2.1 00-001

Code

00-001

Classification

SSD abnormality

Cause

Controller SSD cannot be recognized.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- SSD
- System control board (SCB)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check the connection between SSD and the system control board (SCB), and repair/replace it if any abnormality.

Faulty part isolation DIPSW

Control while detached

5.2.2 00-002

Code

00-002

Classification

Unmatched spec.

Cause

Spec. settings do not match between SSD, HDD /1 (HDD1), and /2 (HDD2).

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/1 (HDD1)
- HDD/2 (HDD2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Format the HDD by IC Format HDD "ALL."

Faulty part isolation DIPSW

Control while detached

5.2.3 00-003

Code

00-003

Classification

Unmatched version

Cause

Version information does not match between SSD, HDD /1 (HDD1), and /2 (HDD2).

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/1 (HDD1)
- HDD/2 (HDD2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Format the HDD by IC Format HDD "ALL."

Faulty part isolation DIPSW

Control while detached

5.2.4 00-004

Code

00-004

Classification

HDD abnormality

Cause

HDD/1 (HDD1) and /2 (HDD2) cannot be recognized.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/1 (HDD1)
- HDD/2 (HDD2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check the SATA wiring harness connection of HDD/1 (HDD1), HDD/2 (HDD2), and the system control board (SCB), and repair it if any abnormality.
3. Replace HDD1 and HDD2 to new HDDs and format them by selecting IC HDD format "ALL".

Faulty part isolation DIPSW**Control while detached****5.2.5 00-005****Code**

00-005

Classification

HDD abnormality

Cause

One of the HDD/1 (HDD1) or HDD/2 (HDD2) cannot be recognized.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/1 (HDD1)
- HDD/2 (HDD2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check the SATA wiring harness connection of HDD/1 (HDD1), HDD/2 (HDD2), and the system control board (SCB), and repair it if any abnormality.
3. Connect only HDD1, replace the HDD1 to new HDD once "00-004" is displayed. Then, format it by IC HDD format "ALL".
4. Connect only HDD2, replace the HDD2 to new HDD once "00-004" is displayed. Then, format it by IC HDD format "ALL".

Faulty part isolation DIPSW**Control while detached****5.2.6 00-010****Code**

00-010

Classification

HDD abnormality

Cause

Serial numbers of both of HDD/1 (HDD1) and /2 (HDD2) do not match. HDD1 and HDD2 are replaced.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/1 (HDD1)
- HDD/2 (HDD2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the connected HDD/1 (HDD1) and the HDD/2 (HDD2) are what should be connected or new HDDs, and replace it if any abnormality.
3. If it is what should be connected or a new one, format it by the IC HDD format "ALL".

Faulty part isolation DIPSW**Control while detached****5.2.7 00-011****Code**

00-011

Classification

HDD abnormality

Cause

Serial number of HDD/1 (HDD1) does not match.
HDD1 is replaced.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/1 (HDD1)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the connected HDD/1 (HDD1) is what should be connected or a new HDD, and replace it if any abnormality.
3. If it is what should be connected or a new one, format it by the IC HDD format "ALL".

Faulty part isolation DIPSW**Control while detached****5.2.8 00-012****Code**

00-012

Classification

HDD abnormality

Cause

Serial number of HDD/2 (HDD2) does not match.
HDD2 is replaced.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/2 (HDD2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the connected HDD/2 (HDD2) is what should be connected or a new HDD, and replace it if any abnormality.
3. If it is what should be connected or a new one, format it by the IC HDD format "ALL".

Faulty part isolation DIPSW**Control while detached****5.2.9 00-013****Code**

00-013

Classification

HDD abnormality

Cause

Partition structure abnormality or file system abnormality of both of HDD/1 (HDD1) and /2 (HDD2).

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/1 (HDD1)
- HDD/2 (HDD2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Format both of the HDD/1 (HDD1) and HDD/2 (HDD2) by selecting IC HDD format "ALL".
3. When it is not recovered, replace it to new HDD and format it by selecting IC HDD format "ALL".

Faulty part isolation DIPSW**Control while detached****5.2.10 00-014****Code**

00-014

Classification

HDD abnormality

Cause

Partition structure abnormality or file system abnormality of HDD/1 (HDD1).

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/1 (HDD1)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Format the HDD by IC HDD format "ALL."
3. When it is not recovered, replace HDD/1 (HDD1) to a new HDD and format it by IC HDD format "ALL".

Faulty part isolation DIPSW**Control while detached****5.2.11 00-015****Code**

00-015

Classification

HDD abnormality

Cause

Partition structure abnormality or file system abnormality of HDD/2(HDD2).

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/2 (HDD2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Format the HDD/2 (HDD2) by IC HDD format "ALL".
3. When it is not recovered, replace it to new HDD and format it by selecting IC HDD format "ALL".

Faulty part isolation DIPSW**Control while detached****5.2.12 00-017****Code**

00-017

Classification

HDD abnormality

Cause

One of the HDD cannot be recognized, and the serial number of the other HDD does not match.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/1 (HDD1)
- HDD/2 (HDD2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Connect one of the HDD and check the HDD that shows 00-004 is the one what should be connected, then replace it to correct HDD if any abnormality.
3. When it still occurs with the correct HDD, replace it to new HDD.
4. Format both of the HDD by IC HDD format "ALL".

Faulty part isolation DIPSW**Control while detached****5.2.13 00-020****Code**

00-020

Classification

HDD abnormality

Cause

Failed to start the RAID structure.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/1 (HDD1)
- HDD/2 (HDD2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Format the HDD/1 (HDD1) and HDD/2 (HDD2) by selecting IC HDD format "ALL".
3. Replace HDD1 and HDD2 to new HDDs and format them by selecting IC HDD format "ALL".

Faulty part isolation DIPSW

Control while detached

5.2.14 00-021

Code

00-021

Classification

HDD abnormality

Cause

HDD access abnormality.
Failed to access to one of the partition of HDD.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD/1 (HDD1)
- HDD/2 (HDD2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Format the HDD/1 (HDD1) and HDD/2 (HDD2) by selecting IC HDD format "ALL".
3. Replace HDD1 and HDD2 to new HDDs and format them by selecting IC HDD format "ALL".

Faulty part isolation DIPSW

Control while detached

5.2.15 30-001

Code

30-001

Classification

Mismatch of compatible model (control FW)

Cause

At the time of IC startup, data for check gets broken or error occurs while the FW checks the model.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- SSD

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. If it still occurs, execute ISW again. And if it is not solved, replace SSD.

Faulty part isolation DIPSW

Control while detached

5.2.16 30-002

Code

30-002

Classification

Mismatch of compatible model (kernel)

Cause

At the time of IC startup, data for check gets broken or error occurs while the kernel checks the model.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- SSD

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.

2. If it still occurs, execute ISW again. And if it is not solved, replace SSD.

Faulty part isolation DIPSW**Control while detached****5.2.17 30-003****Code**

30-003

Classification

ISW failed

Cause

Firmware version up of the controller failed.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- SSD

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. If it still occurs, execute ISW again. And if it is not solved, replace SSD.

Faulty part isolation DIPSW**Control while detached****5.2.18 30-010****Code**

30-010

Classification

Failure of changing the model setting

Cause

When the model that uses the IC is changed (such as from C8000 to C7000), the FW to be started is switched internally. However, this process fails.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- SSD

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. If it still occurs, execute ISW again. And if it is not solved, replace SSD.

Faulty part isolation DIPSW**Control while detached****5.2.19 40-001****Code**

40-001

Classification

Fan abnormality

Cause

The lock of CPU fan (FM4) is detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4) is rotated.
3. When the CPU fan (FM4) is not rotated normally, replace the CPU fan (FM4).

Faulty part isolation DIPSW**Control while detached****5.2.20 40-002****Code**

40-002

Classification

Fan abnormality

Cause

The lock of BOX ventilation fan (FM1) is detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- BOX ventilation fan (FM1)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the BOX ventilation fan (FM1) is rotated.
3. When the BOX ventilation fan (FM1) is not rotated normally, replace the BOX ventilation fan (FM1).

Faulty part isolation DIPSW**Control while detached****5.2.21 40-003****Code**

40-003

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4) and BOX ventilation fan (FM1) are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- BOX ventilation fan (FM1)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4) and BOX ventilation fan (FM1) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4) and BOX ventilation fan (FM1).

Faulty part isolation DIPSW**Control while detached****5.2.22 40-004****Code**

40-004

Classification

Fan abnormality

Cause

The lock of HDD cooling fan (FM3) is detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD cooling fan (FM3)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the HDD cooling fan (FM3) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the HDD cooling fan (FM3).

Faulty part isolation DIPSW**Control while detached****5.2.23 40-005****Code**

40-005

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4) and HDD cooling fan (FM3) are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- HDD cooling fan (FM3)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4) and HDD cooling fan (FM3) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4) and HDD cooling fan (FM3).

Faulty part isolation DIPSW**Control while detached****5.2.24 40-006****Code**

40-006

Classification

Fan abnormality

Cause

The locks of BOX ventilation fan (FM1) and HDD cooling fan (FM3) are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- BOX ventilation fan (FM1)
- HDD cooling fan (FM3)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the BOX ventilation fan (FM1) and HDD cooling fan (FM3) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the BOX ventilation fan (FM1) and HDD cooling fan (FM3).

Faulty part isolation DIPSW**Control while detached****5.2.25 40-007****Code**

40-007

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4), BOX ventilation fan (FM1) and HDD cooling fan (FM3) are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- BOX ventilation fan (FM1)
- HDD cooling fan (FM3)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4), BOX ventilation fan (FM1) and HDD cooling fan (FM3) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4), BOX ventilation fan (FM1) and HDD cooling fan (FM3).

Faulty part isolation DIPSW**Control while detached****5.2.26 40-008****Code**

40-008

Classification

Fan abnormality

Cause

The lock of FPGA fan (FM2) is detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- FPGA fan (FM2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the FPGA fan (FM2) is rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the FPGA fan (FM2).

Faulty part isolation DIPSW**Control while detached****5.2.27 40-009****Code**

40-009

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4) and FPGA fan (FM2) are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- FPGA fan (FM2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4) and FPGA fan (FM2) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4) and FPGA fan (FM2).

Faulty part isolation DIPSW**Control while detached****5.2.28 40-010****Code**

40-010

Classification

Fan abnormality

Cause

The locks of BOX ventilation fan (FM1) and FPGA fan (FM2) are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- BOX ventilation fan (FM1)
- FPGA fan (FM2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the BOX ventilation fan (FM1) and FPGA fan (FM2) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the BOX ventilation fan (FM1) and FPGA fan (FM2).

Faulty part isolation DIPSW**Control while detached****5.2.29 40-011****Code**

40-011

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4), BOX ventilation fan (FM1) and FPGA fan (FM2) are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- BOX ventilation fan (FM1)
- FPGA fan (FM2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4), BOX ventilation fan (FM1) and FPGA fan (FM2) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4), BOX ventilation fan (FM1) and FPGA fan (FM2).

Faulty part isolation DIPSW**Control while detached****5.2.30 40-012****Code**

40-012

Classification

Fan abnormality

Cause

The locks of HDD cooling fan (FM3) and FPGA fan (FM2) are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD cooling fan (FM3)
- FPGA fan (FM2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the HDD cooling fan (FM3) and FPGA fan (FM2) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the HDD cooling fan (FM3) and FPGA fan (FM2).

Faulty part isolation DIPSW**Control while detached****5.2.31 40-013****Code**

40-013

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4), HDD cooling fan (FM3) and FPGA fan (FM2) are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- HDD cooling fan (FM3)
- FPGA fan (FM2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4), HDD cooling fan (FM3) and FPGA fan (FM2) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4), HDD cooling fan (FM3) and FPGA fan (FM2).

Faulty part isolation DIPSW**Control while detached****5.2.32 40-014****Code**

40-014

Classification

Fan abnormality

Cause

The locks of BOX ventilation fan (FM1), HDD cooling fan (FM3) and FPGA fan (FM2) are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- BOX ventilation fan (FM1)
- HDD cooling fan (FM3)
- FPGA fan (FM2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the BOX ventilation fan (FM1), HDD cooling fan (FM3) and FPGA fan (FM2) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the BOX ventilation fan (FM1), HDD cooling fan (FM3) and FPGA fan (FM2).

Faulty part isolation DIPSW

Control while detached

5.2.33 40-015

Code

40-015

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4), BOX ventilation fan (FM1), HDD cooling fan (FM3) and FPGA fan (FM2) are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- BOX ventilation fan (FM1)
- HDD cooling fan (FM3)
- FPGA fan (FM2)

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4), BOX ventilation fan (FM1), HDD cooling fan (FM3) and FPGA fan (FM2) are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4), BOX ventilation fan (FM1), HDD cooling fan (FM3) and FPGA fan (FM2).

Faulty part isolation DIPSW

Control while detached

5.2.34 40-016

Code

40-016

Classification

Fan abnormality

Cause

The lock of cooling fan in the DC power supply is detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the cooling fan in the DC power supply is rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the cooling fan in the DC power supply.

Faulty part isolation DIPSW

Control while detached

5.2.35 40-017

Code

40-017

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4) and cooling fan in the DC power supply.

Faulty part isolation DIPSW

Control while detached

5.2.36 40-018

Code

40-018

Classification

Fan abnormality

Cause

The locks of BOX ventilation fan (FM1) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- BOX ventilation fan (FM1)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the BOX ventilation fan (FM1) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the BOX ventilation fan (FM1) and cooling fan in the DC power supply.

Faulty part isolation DIPSW

Control while detached

5.2.37 40-019

Code

40-019

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4), BOX ventilation fan (FM1) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- BOX ventilation fan (FM1)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4), BOX ventilation fan (FM1) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4), BOX ventilation fan (FM1) and cooling fan in the DC power supply.

Faulty part isolation DIPSW

Control while detached

5.2.38 40-020

Code

40-020

Classification

Fan abnormality

Cause

The locks of HDD cooling fan (FM3) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD cooling fan (FM3)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the HDD cooling fan (FM3) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the HDD cooling fan (FM3) and cooling fan in the DC power supply.

Faulty part isolation DIPSW

Control while detached

5.2.39 40-021

Code

40-021

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4), HDD cooling fan (FM3) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- HDD cooling fan (FM3)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4), HDD cooling fan (FM3) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4), HDD cooling fan (FM3) and cooling fan in the DC power supply.

Faulty part isolation DIPSW

Control while detached

5.2.40 40-022

Code

40-022

Classification

Fan abnormality

Cause

The locks of BOX ventilation fan (FM1), HDD cooling fan (FM3) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- BOX ventilation fan (FM1)
- HDD cooling fan (FM3)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the BOX ventilation fan (FM1), HDD cooling fan (FM3) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the BOX ventilation fan (FM1), HDD cooling fan (FM3) and cooling fan in the DC power supply.

Faulty part isolation DIPSW

Control while detached

5.2.41 40-023

Code

40-023

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4), BOX ventilation fan (FM1), HDD cooling fan (FM3) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- BOX ventilation fan (FM1)
- HDD cooling fan (FM3)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4), BOX ventilation fan (FM1), HDD cooling fan (FM3) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4), BOX ventilation fan (FM1), HDD cooling fan (FM3) and cooling fan in the DC power supply.

Faulty part isolation DIPSW

Control while detached

5.2.42 40-024

Code

40-024

Classification

Fan abnormality

Cause

The locks of FPGA fan (FM2) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- FPGA fan (FM2)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the FPGA fan (FM2) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the FPGA fan (FM2) and cooling fan in the DC power supply.

Faulty part isolation DIPSW

Control while detached

5.2.43 40-025

Code

40-025

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4), FPGA fan (FM2) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- FPGA fan (FM2)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4), FPGA fan (FM2) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4), FPGA fan (FM2) and cooling fan in the DC power supply.

Faulty part isolation DIPSW

Control while detached

5.2.44 40-026**Code**

40-026

Classification

Fan abnormality

Cause

The locks of BOX ventilation fan (FM1), FPGA fan (FM2) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- BOX ventilation fan (FM1)
- FPGA fan (FM2)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the BOX ventilation fan (FM1), FPGA fan (FM2) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the BOX ventilation fan (FM1), FPGA fan (FM2) and cooling fan in the DC power supply.

Faulty part isolation DIPSW**Control while detached****5.2.45 40-027****Code**

40-027

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4), BOX ventilation fan (FM1), FPGA fan (FM2) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- BOX ventilation fan (FM1)
- FPGA fan (FM2)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4), BOX ventilation fan (FM1), FPGA fan (FM2) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4), BOX ventilation fan (FM1), FPGA fan (FM2) and cooling fan in the DC power supply.

Faulty part isolation DIPSW**Control while detached****5.2.46 40-028****Code**

40-028

Classification

Fan abnormality

Cause

The locks of HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- HDD cooling fan (FM3)
- FPGA fan (FM2)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.

4. When there is no foreign material, replace the HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply.

Faulty part isolation DIPSW**Control while detached****5.2.47 40-029****Code**

40-029

Classification

Fan abnormality

Cause

The locks of CPU fan (FM4), HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- HDD cooling fan (FM3)
- FPGA fan (FM2)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4), HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4), HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply.

Faulty part isolation DIPSW**Control while detached****5.2.48 40-030****Code**

40-030

Classification

Fan abnormality

Cause

The locks of BOX ventilation fan (FM1), HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- BOX ventilation fan (FM1)
- HDD cooling fan (FM3)
- FPGA fan (FM2)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the BOX ventilation fan (FM1), HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the BOX ventilation fan (FM1), HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply.

Faulty part isolation DIPSW**Control while detached****5.2.49 40-031****Code**

40-031

Classification

Fan abnormality

Cause

The locks of all fans are detected.

Measures to take when alert occurs

IC stops immediately.

Estimated abnormal parts

- CPU fan (FM4)
- BOX ventilation fan (FM1)
- HDD cooling fan (FM3)
- FPGA fan (FM2)
- Cooling fan in the DC power supply

Correction

Turn OFF/ON the power switch of IC.

Note

- The message "Please turn on power again" is displayed on the touch panel.

Solution

1. Turn OFF the power switch of IC and reboot it after 10 seconds.
2. Check that the CPU fan (FM4), BOX ventilation fan (FM1), HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply are rotated.
3. Remove foreign materials if any.
4. When there is no foreign material, replace the CPU fan (FM4), BOX ventilation fan (FM1), HDD cooling fan (FM3), FPGA fan (FM2) and cooling fan in the DC power supply.

Faulty part isolation DIPSW**Control while detached**