

# Troubleshoot Fan Warning Error

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## Fan Warning

### ICSeverity

5 - Notice

### Impact

No service impact.

### Description

Depending on the specific platform and underlying condition, there can be multiple reasons for this error to be seen, some of which can be cosmetic in nature. Read this note in its entirety to determine if any of these are relevant to your environment:

1. If your reported RPM value is higher than 1 and lower than 2000, on many platforms this can be an indication of a failing fan. TAC can assist in investigating and determining if a hardware replacement is required or not.
2. If your reported RPM value is between 2000 and 3500 on an ISR4200 or a VG400, this is likely the result of a known software issue and can be ignored, or a software upgrade can be performed to eliminate the alarms. Fans in these platforms can operate normally as low as 2000 RPM, but software would register a warning at less than 3500 RPM. New software updates fix the threshold value to be 2000 or lower instead of 3500 or lower.
3. If your reported RPM value is 2000 or more, and appears as part of a group of other environmental syslogs, it is possible another component is failing (input or output voltage on power supplies being the most common) and fan RPM is being reported as part of a group of environmental outputs. In these instances, troubleshooting can focus on the zero or below-normal values reported within the group.



**Note:** There are several known cosmetic software defects where a fan or voltage value can report a value of 0. If you also see a 0 RPM, this cannot immediately indicate a genuine failure. Physically inspecting the fan in this instance is recommended to quickly determine if the failure is genuine or not. Otherwise, TAC can be able to assist in diagnosing if a software defect is applicable.

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## SyslogMessage

ENVIRONMENTAL-1-ALERT

## MessageSample

Jan 18 35:04:00 <> %ENVIRONMENTAL-1-ALERT: RPM: fan3, Location: P2, State: Warning, Reading: 999 RPM TH

## **ProductFamily**

- Cisco 4000 Series Integrated Services Routers
- Cisco Catalyst 8200 Series Edge Platforms
- Cisco Catalyst 8300 Series Edge Platforms
- Cisco Catalyst 8500 Series Edge Platforms

## **Regex**

N/A

## **Commands**

#show version

#show platform

#show logging

#show environment

#show redundancy

#show facility-alarm status

#show platform diag