ESA FAQ: Amber/Orange/Blue Indicator Lights and Front LCD Panel Messages

Contents

Introduction

This document describes the significance of system indicator light color and messages that can appear on the front liquid crystal display (LCD) panel of a Cisco Email Security Appliance (ESA), Web Security Appliance (WSA), or Security Management Appliance (SMA).

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

Cisco recommends that you have knowledge of these topics:

- Cisco ESA models C3X0, C6X0, and X10X0 (2 RU size)
- Cisco WSA models S3X0 and S6X0 (2 RU size)
- Cisco SMA models M3X0, M6X0, and M10X0 (2 RU size)

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

> **Note**: This document does not apply to the C1X0, M1X0, or S1X0 (1 RU size) appliances, and also does not apply to the Cisco Unified Computing System (UCS) chassis CX80, MX80, or SX80 appliances.

> **Note**: Consult the Announced Hardware Product Life Cycle, as this information is merely

provided as a courtesy for the mentioned appliances that might have already passed their end-of-life for supportability.

Background Information

Prior to the X80 appliances, the 2 RU size chassis that were manufactured for the ESA, WSA, and SMA were built on Dell's 2650-series and 2950-series chassis.

As a result, the messages that can appear in the front panel display are documented at Dell's web site in the [PowerEdge 2650 Systems Installation and Troubleshooting Guide](#) and [PowerEdge 2950 Hardware Owner's Manual](#).

What does it mean when the system indicator light blinks blue?

If the system indicator light on your appliance blinks blue this is not a problem. This is only used for system identification. The idea behind system identification is that you might have several security appliances in a rack and they all look the same. If you want to find a particular appliance in a rack you press the identification button, which is the small button on the back labeled with the letter "i" in a circle. If you press the identification button, the system indicator in the front blinks blue and the identification LED in the back blinks blue. When you are finished, press the identification button one more time and the light stops blinking blue.

What does it mean when the system indicator light blinks orange?

If the system indicator light on your appliance blinks amber/orange, it means that there is a serious hardware problem that requires immediate intervention.

Behind the bezel of your appliance (except on C1x0 and S1x0 Series appliances) there is a small LCD panel that displays additional error information. Tilt the bezel downward (no tools required) and copy the error code that appears on the display. Then, contact Cisco Customer Support in order to resolve the issue.

What messages can appear on the front LCD panel of the security appliance?

In general, any error message that appears in the front panel display of an appliance is indicative of a serious hardware problem that requires immediate remediation. The only exception to this are the **E0876/POWER PS** or the **E0880/INSUFFICIENT PS** error messages. While these can indicate a defective power supply, they can also be caused by a power supply that is unplugged or has been pulled out of the system chassis. Before you swap a system with these error messages, you should verify that the power supplies are firmly seated and that both power cords are plugged into working outlets.

This table lists some of the messages that can appear on the front LCD panel of an appliance:

Line 1 Messages	Line 2 Messages	Causes
E0000	OVRFLW CHECK LOG	LCD overflow message. A maximum of three error messages can display sequentially on the LCD. The fourth message displays as the standard overflow message.
E0119	TEMP AMBIENT	Ambient system temperature is out of acceptable range.
E0119	TEMP BP	Backplane board is out of acceptable temperature range.
E0119	TEMP CPU n	Specified microprocessor is out of acceptable temperature range.
E0119	TEMP SYSTEM	System board is out of acceptable temperature range.
E0212	VOLT 3.3	System power supply is out of acceptable voltage range; faulty or improperly installed power supply.
E0212	VOLT 5	
E0212	VOLT 12	
E0212	VOLT BATT	Faulty battery; faulty system board.
E0212	VOLT BP 12	Backplane board is out of acceptable voltage range.
E0212	VOLT BP 3.3	
E0212	VOLT BP 5	
E0212	VOLT CPU VRM	Microprocessor VRM voltage is out of acceptable range; faulty or improperly installed microprocessor VRM; faulty system board.
E0212	VOLT NIC 1.8V	Integrated NIC voltage is out of acceptable range; faulty or improperly installed power supply; faulty system board.
E0212	VOLT NIC 2.5V	
E0212	VOLT PLANAR REG	System board is out of acceptable voltage range; faulty or improperly installed system board.
E0276	CPU VRM n	Specified microprocessor VRM is faulty, unsupported, improperly installed, or missing.
E0276	MISMATCH VRM n	
E0280	MISSING VRM n	
E0319	PCI OVER CURRENT	Faulty or improperly installed expansion card.
E0412	RPM FAN n	Specified cooling fan is faulty, improperly installed, or missing.
E0780	MISSING CPU n	Microprocessor is not installed in the specified socket.
E07F0	CPU IERR	Faulty or improperly installed microprocessor.
E07F1	TEMP CPU n HOT	Specified microprocessor is out of acceptable temperature range and has halted operation.
E07F4	POST CACHE	Faulty or improperly installed microprocessor.
E07F4	POST CPU REG	
E07F4	POST CPU SMI	SMI handler failed to initialize; faulty system board.
E07FA	TEMP CPU n THERM	Specified microprocessor is out of acceptable temperature range and is operating at a reduced speed, or frequency.
E0851	POWER	Only one cable is plugged in or one power supply is down.
E0876	POWER PS n	No power available from the specified power supply; specified power supply is improperly installed or faulty.
E0880	INSUFFICIENT PS	Insufficient power is being supplied to the system; power supplies are improperly installed, faulty, or missing.
E0CB2	MEM SPARE BANK	Correctable errors threshold was met in a memory bank: errors were remapped to the spare bank.
E0CF1	MBE DIMM	Memory modules installed in the specified bank are not the same type

	Bank *n*	and size; faulty memory module(s).
E0CF1	POST MEM 64K	Parity failure in the first 64 KB of main memory.
E0CF1	POST NO MEMORY	Main-memory refresh verification failure.
E0CF5	LOG DISABLE SBE	Multiple single-bit errors on a single memory module.
E0D76	DRIVE FAIL	Faulty or improperly installed hard drive or RAID controller.
E0F04	POST CMOS	CMOS write/read failure; faulty system board.
E0F04	POST CPU SPEED	Microprocessor speed control sequence failure.
E0F04	POST DMA INIT	DMA initialization failure; DMA page register write/read failure.
E0F04	POST DMA REG	Faulty system board.
E0F04	POST KYB CNTRL	Faulty keyboard controller; faulty system board.
E0F04	POST MEM RFSH	Main-memory refresh verification failure.
E0F04	POST PIC REG	Primary or secondary PIC register test failure.
E0F04	POST SHADOW	BIOS-shadowing failure.
E0F04	POST SHD TEST	Shutdown test failure.
E0F04	POST SIO	Super I/O chip failure; faulty system board.
E0F04	POST TIMER	Programmable interval timer test failure; faulty system board.
E0F0B	POST ROM CHKSUM	Faulty or improperly installed expansion card.
E0F0C	VID MATCH CPU *n*	Specified microprocessor is faulty, unsupported, improperly installed, or missing.
E10F3	LOG DISABLE BIOS	BIOS disabled logging errors.
E13F2	IO CHANNEL CHECK	Faulty or improperly installed expansion card; faulty system board.
E13F4	PCI PARITY	
E13F5	PCI SYSTEM	
E13F8	CPU BUS INIT	Faulty or improperly installed microprocessor or system board.
E13F8	CPU BUS PARITY	Faulty system board.
E13F8	CPU MCKERR	Machine check error; faulty or improperly installed microprocessor; faulty system board.
E13F8	HOST BUS	Faulty system board.
E13F8	HOST TO PCI BUS	
E13F8	MEM CONTROLLER	Faulty or improperly installed memory module; faulty system board.
E1580	POWER CONTROL	Faulty system board.
E20F1	OS HANG	Operating system watchdog timer timed out.
EFFF0	RAC ERROR	
EFFF1	POST ERROR	BIOS error.
EFFF2	BP ERROR	Faulty or improperly installed backplane board.

Note: Refer to Dell's product documentation as provided earlier in the document for detailed information.

Related Information

- **[Dell PowerEdge 2650 Product Support](#)**
- **[Dell PowerEdge 2950 Product Support](#)**
- **[Technical Support & Documentation - Cisco Systems](#)**

Cisco Announced Hardware Product Life Cycles

- **[Cisco Email Security Appliances (C-Series and X-Series)](#)**
- **[Cisco Email Security Appliances (FIPS models)](#)**
- **[Cisco Security Management Appliances (M-Series)](#)**
- **[Cisco Web Security Appliances (S-Series)](#)**
- **[Cisco Web Security Appliances (FIPS models)](#)**