NetApp Knowledge Base

Uncorrectable memory error on an AFF / FAS system without PPR

https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Uncorrectable_memory_error_on_an_AF…
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Applies to

Platforms:

- AFF A900 / FAS9500
- AFF A800 / AFF C800
- AFF A700 / FAS9000
- AFF A700s
- AFF A400 / AFF C400 / FAS8300 / FAS8700

ONTAP versions

- Versions **not** supporting Post Package Repair (PPR)

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Description

On systems with the BIOS versions that do not include Post Package Repair capabilities, when a node experiences an uncorrectable memory error it will panic and reboot. ONTAP will not be able to repair the problematic memory segment and the DIMM will need to be replaced.

Note: It is highly recommended to use an ONTAP release that includes the PPR enhancements.

This procedure describes how to identify the faulty DIMM and arrange for a replacement.

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