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## System panic with PCI Error NMI from device(s): Link down

[https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/System\\_panic\\_with\\_PCI\\_Error\\_NMI\\_from...](https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/System_panic_with_PCI_Error_NMI_from...)

Updated: Wed, 24 Jun 2026 04:32:01 GMT

### Applies to

- FAS8020
- FAS8060
- AFF A300
- AFF A700

### Issue

- Storage controller triggers PCI NMI error and results in system reboot.
- SP system log displays error:
  - `PANIC: PCI Error NMI from`

```
device(s):ErrSrcID(CorrSrc(0),UCorrSrc(0x680)), PLX PCIE 8748 switch on  
Controller, Br[8748](6,16,0): Link down. in process idle on release  
8.2.4
```

- From the `sysconfig -PCI` command output, it is determined that the link was down between Motherboard and card in slot 2:

- `Br[8748](6,16,0): PLX PCIE 8748 switch on Controller`  
`LinkCap(MaxLkSp(3),MaxLkWd(8),ASPM(3),L0(5),L1(0),Port(0))`  
`LinkStatus(LkSp(2),LkWd(4),DLAct),`  
`Dv[150e](9,0,0) in slot 2: Intel 1G NIC in slot 2 on`  
`Controller`

- `LinkCap(MaxLkSp(2),MaxLkWd(4),ASPM(3),L0(6),L1(1),Port(0))`  
`LinkStatus(LkSp(2),LkWd(4),SCLk),`  
`Dv[150e](9,0,1) in slot 2: Intel 1G NIC in slot 2 on`  
`Controller`

- `LinkCap(MaxLkSp(2),MaxLkWd(4),ASPM(3),L0(6),L1(1),Port(0))`  
`LinkStatus(LkSp(2),LkWd(4),SCLk),`  
`Dv[150e](9,0,2) in slot 2: Intel 1G NIC in slot 2 on`  
`Controller`

- `LinkCap(MaxLkSp(2),MaxLkWd(4),ASPM(3),L0(6),L1(1),Port(0))`  
`LinkStatus(LkSp(2),LkWd(4),SCLk),`  
`Dv[150e](9,0,3) in slot 2: Intel 1G NIC in slot 2 on`  
`Controller`

- `LinkCap(MaxLkSp(2),MaxLkWd(4),ASPM(3),L0(6),L1(1),Port(0))`  
`LinkStatus(LkSp(2),LkWd(4),SCLk),`

- `sysconfig -ac` shows details of the card in slot 2:

- `sysconfig: slot 2 OK: X1049C: PCI-E Quad 10/100/1000 Ethernet`  
`82580(v3.29 and above)`

- PANIC: PCI Error NMI from device(s): `DMI(0,0,0),Br[8c10](0,28,0): Link`  
`down.` in process idle on release 9.1P11

- From the output of `PCI-HIERARCHY.XML`, it is determined that link was down in NIC port on motherboard:

- `Br[8c10](0,28,0): PCI Device 8086:8c10 on Controller`  
`LinkCap(MaxLkSp(2),MaxLkWd(4),ASPM(3),L0(3),L1(2),DLAct,Port(1))`  
`LinkStatus(LkSp(2),LkWd(4),SCLk,DLAct),`  
`2 Dv[1563](16,0,0): Intel Dual 10G NIC on Controller`  
`LinkCap(MaxLkSp(2),MaxLkWd(8),ASPM(2),L0(5),L1(4),Port(0))`  
`LinkStatus(LkSp(2),LkWd(4),SCLk),`  
`2 Dv[1563](16,0,1): Intel Dual 10G NIC on Controller`  
`LinkCap(MaxLkSp(2),MaxLkWd(8),ASPM(2),L0(5),L1(4),Port(0))`

```
LinkStatus(LkSp(2),LkWd(4),SCLk),
```

- PANIC: PCI Error NMI from device(s):ErrSrcID(CorrSrc(0),UCorrSrc(0x8010)), RPT(128,2,0):Br[3c04](128,2,0): Link down, ErrSrcID(CorrSrc(0),UCorrSrc(0x8018)), RPT(128,3,0):Br[3c08](128,3,0): Link down. in process idle on release 8.2.5P5 on Wed Jun 1 18:40:17 KST 2022

- From the output of PCI-HIERARCHY.XML, it is determined that link was down in between Motherboard and IOXM

- Br[3c08](128,3,0): PCI Device 8086:3c08 on Controller

```
LinkCap(MaxLkSp(3),MaxLkWd(16),ASPM(0),L0(7),L1(0),Port(0))
LinkStatus(LkSp(3),LkWd(16),SCLk,DlAct),
Br[8732](145,0,0): PLX PCIE 8732 switch on IO
Expansion
```

```
LinkCap(MaxLkSp(3),MaxLkWd(16),ASPM(2),L0(6),L1(0),Port(0))
LinkStatus(LkSp(3),LkWd(16)),
```

```
Br[8732](146,8,0): PLX PCIE 8732 switch on
IO Expansion
```

```
LinkCap(MaxLkSp(3),MaxLkWd(16),ASPM(3),L0(6),L1(0),Port(0))
LinkStatus(LkSp(3),LkWd(16),DlAct),
Br[8748](147,0,0): PLX PCIE 8748
```

```
switch on IO Expansion
```

```
LinkCap(MaxLkSp(3),MaxLkWd(16),ASPM(2),L0(6),L1(0),Port(0))
LinkStatus(LkSp(3),LkWd(16)),
Br[8748](148,8,0): PLX PCIE
```

```
8748 switch on IO Expansion
```

```
LinkCap(MaxLkSp(3),MaxLkWd(8),ASPM(3),L0(5),L1(0),Port(0))
```

```
LinkStatus(LkSp(2),LkWd(8),DlAct),
```

```
Dv[10fb](149,0,0) in
slot 9: Intel 10G NIC in slot 9 on IO Expansion
```

```
LinkCap(MaxLkSp(2),MaxLkWd(8),ASPM(1),L0(4),L1(1),Port(0))
```

```
LinkStatus(LkSp(2),LkWd(8),SCLk),
```

```
Dv[10fb](149,0,1) in
slot 9: Intel 10G NIC in slot 9 on IO Expansion
```

```
LinkCap(MaxLkSp(2),MaxLkWd(8),ASPM(1),L0(4),L1(1),Port(0))
```

```
LinkStatus(LkSp(2), LkWd(8), SC1k),
```