



E-Series E28xx or newer platform reports "Persistent controller memory parity error"

https://kb-stage.netapp.com/on-prem/E-Series/Hardware-KBs/E_Series_E28xx_or_newer_platform_rep...

Updated: Wed, 24 Jun 2026 07:24:36 GMT

Applies to

- NetApp E2800
- NetApp E5700
- NetApp EF600
- NetApp EF300
- NetApp EF570

Issue

- AutoSupport case opened with `ESDIAG:E-Series Notification from Node1 (Persistent`

controller memory parity error) CRITICAL or

(Entering invalid system configuration) CRITICAL has been reported for this system.

- Major event log indicates the controller encountered a memory parity error
 - B:6/20/22, 8:10:22 PM (20:10:22) 1259 2604 Persistent controller memory parity error - Shelf 99, Bay B <--CRITICAL
 - B:6/20/22, 8:10:22 PM (20:10:22) 1260 3101 Asynchronous event notification (AEN) posted for recently logged event - Shelf 99, Bay B
 - ----> Sense 6/40/81 = Unit Attention - Component Failure - RAID Buffer
 - Date/Time: 6/20/22, 8:10:22 PM

Sequence number: 1259

Event type: 2604

Event category: Error

Priority: Critical

Event needs attention: true

Event send alert: true

Event visibility: true

Description: Persistent controller memory parity error

Event specific codes: 0/0/0

Component type: Controller

Component location: Shelf 99, Bay B

Logged by: Controller in bay B

Raw data:

```
4d 45 4c 48 03 00 00 00 eb 04 00 00 00 00 00 00
04 26 18 11 2e d4 b0 62 00 00 00 00 01 00 00 00
00 00 00 00 01 00 00 00 22 00 00 00 22 00 00 00
08 00 00 00 63 00 00 00 02 00 00 00 01 00 00 00
0a 00 00 00 01 00 00 00 00 00 00 00 00 00 00 00
00 00 00 00 00 00 00 00 00 00 00 00 00 00 00 00
01 00 00 00 42 00 00 00 00 00 00 00 00 00 00 00
01 00 00 00 00 00 01 00 00 00 00 00 00 00 00
```

- `excLogShow` and `hwLogShow` if available indicate an Uncorrectable Memory error on a specific DIMM or DIMMs

```
-- Log Entry #2 (Core 0) Jun-20-2022 08:10:16 PM ----
```

Uncorrectable Memory error at 0x8481e0080 (DIMM 1, device 0) sec_bank:10.

---- Log Entry #0 (Core 0) Jun-20-2022 08:10:16 PM ----

Uncorrectable Memory error at 0x8481e0080 (DIMM 1, device 0) sec_bank:10.