

Power Supply Voltage Warning

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Power Supply Voltage Warning

ICSeverity

4 - Warning

Impact

No service impact.

Description

There are a few possible causes of this issue, many of which are cosmetic in nature.

First: If you see a milli-voltage (mV) value reported by the syslog of 0, -1, or 65535 run the CLI **show platform** and look for the last two digits of the large number in the CPLD Version column. For ISR4431 and 4451 routers If the last two CPLD numbers are 38 or below, this is likely the result of a cosmetic defect that can be resolved via an FPGA/CPLD software upgrade. For ISR4461 routers if the last two CPLD numbers are 40 or below, this is likely the result of a cosmetic defect that can be resolved via an FPGA/CPLD upgrade. Note, this firmware is independent of the running Cisco IOS® XE version. The latest FPGA/CPLD image can be found under the Cisco IOS® XE Hardware Programmable Devices software download page for your platform.

Second: Routers running 17.6.1 or later that have a power supply inserted into the chassis, but not plugged into an active power source can see this message every 5 minutes. Starting in 17.6.1 the logging behavior was changed to print this message every 5 minutes if this power condition is present.

Third: An internal monitoring system measuring power supply performance can be stalled. Physically reseating the power supply can clear the condition for some platforms. If the condition persists after a physical reseal, a hard power cycle of the chassis, with at least 30 seconds of no power to any component or power supply, must be performed.

Finally: If the error persists after a hard power cycle with at least 30 seconds of no power, it is likely there is a genuine hardware fault and hardware replacement can be required. For any other questions, concerns, or

troubleshooting assistance contact Cisco TAC.

SyslogMessage

ENVIRONMENTAL-1-ALERT

MessageSample

Jan 18 35:04:00 <> : %ENVIRONMENTAL-1-ALERT: V: PEM Out, Location: P0, State: Warning, Reading: 0 mV TH

ProductFamily

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

Regex

N/A

Recommendation

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Commands

#show version

#show platform

#show logging

#show environment

#show redundancy

#show facility-alarm status

#show platform diag

#show inventory