Introduction

A power module failed warning may be alerted on an APV x800. The alert resulted in the "Fault" light in front of the appliance to solidly and constantly lit. Below are the steps to help isolate the issue whether it is false positive or truly a hardware failure.

False Positive

Troubleshooting

Step 1: Check the Fault LED in front of the appliance. If it is lit, it indicates there is a possible failure.

Step 2: Check the status using the CLI
In order to find the status of power supply units on an APV appliances, run the following command:

```
Hostname# show system warning
Power module P1 has failed. Check the power module.
```

Step 3: Check the LED status of the P1 and P2 in the back of the appliance. If the color of the LED is green, it indicates that the power module is working properly. The LED shall continue to glow under normal operation of the power supply. Please complete the following test to investigate this issue further:

Test

Unplugged the power module either PS1 or PS2 based on the warning message in the troubleshooting step 2 above. To perform this task, first unplug the power cable. Then pull the power module straight out by pressing the lock lever on left to the right and pulling the black handle. The current is completely cutoff, and the LED will shut off.

Plug the power module to the power unit as before by pushing it in. Then plug in the power cable. The current is restored, and the LED is green again.

After completing the test above, if the Fault LED turns off, the warning message from "**show system warning**" command in troubleshooting step 2 disappears, and the color of the PS1 and PS2 LEDs are green, you may consider the alert as known false positive.

Hardware Failure

The steps below should be taken to investigate the issue.
Step 1: Check the Fault LED in front of the appliance. If it is lit, it indicates there is a possible failure.

Step 2: Check the status using the CLI
In order to find the status of power supply units on an APV appliances, run the following command:

```
Hostname# show system warning
Power module P1 has failed. Check the power module.
```

Step 3: Check the LED of P1 and P2 in the rear of the appliance. A green/red double color Light Emitting Diode (LED) can be located on the power module in the back of the appliance. The LED shall continue to glow in green under normal operation of the power supply. If this LED is blinking or not lit or in red color, the power supply is not operating properly.
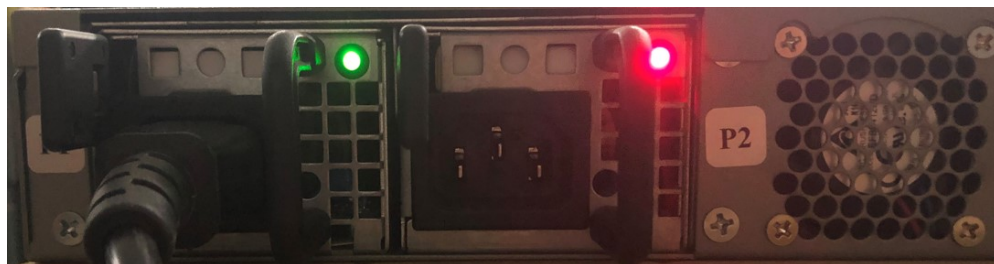During protection mode, the LED should be off.
When protection is cleared, the LED should go back to the original intended status.
When the unit is in standby with AC power is present, the LED should be blinking green.

When the power cable is not plugged in to one of the power modules, the LED should be blinking red.

Please complete the following steps to futher investigate this issue:

Step 4: Check the external condition of the power supply unit.

Analyze the physical condition of the chassis and look for the following symptoms:
Although the cable is properly plugged in, the power module appears dead.
There is no sound coming.
The fan on the power module is not running.

Step 5: Verify the status of power cable, power outlet and power module.
Is the power cable properly plugged into the power outlet?
Is the power outlet turned on and supplying power to the appliance?
Did you try swapping the power cables?
Did you power cycle the appliance completely: unplug the power cable, wait a minute and the plug the cable with the power supply?

If the power module is completely dead, RMA is required. You may contact Array Networks Support to request for a replacement of the power module. The dual power supply is hot swappable. The power module can be replaced while the appliance is running.