



NiCE

使用BMC固件15.7或更低版本时、AFF A250节点意外重新启动

https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/AFF_A250_unexpected_node_reboot_...

Updated: Sat, 06 Jun 2026 10:28:45 GMT

适用场景

- AF-A250
- 基板管理控制器(BMC)固件 15.7或更低版本

问题描述

- 意外节点暂停：

```
[node_name: spmgrd: sp.heartbeat.stopped:error]: Have not received a IPMI heartbeat from the Service Processor (SP) in last 600 seconds.
```

```
[node_name: spmgrd: callhome.sp.hbt.missed:notice]: Call home for SP HBT MISSED
```

```
[node_name: spmgrd: callhome.sp.hbt.stopped:alert]: Call home for SP HBT STOPPED
```

```
[node_name: env_mgr: sp.ipmi.lost.shutdown:EMERGENCY]: SP heartbeat stopped and cannot be recovered. To prevent hardware damage and data loss, the system will shut down in 10 minutes.
```

```
[node_name: env_mgr: monitor.shutdown.emergency:EMERGENCY]: Emergency shutdown:
```

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Environmental Reason Shutdown (System reboot to recover the BMC)

```
[node_name: mgwd: mgwd.notify.halt.result:info]: MGWD able to notify CLAM on its HA partner node that this node is undergoing a planned shutdown (reason: E). Error: -
```

- SP-LATEST-SYSTEM-EVENT-LOG 或命令 `system log sel` 指示IPMI冷重置有多个总线可更正的错误：

```
BMC node_name> system log sel
3e1 | 03/08/2023 | 16:09:46 | Critical Interrupt #0x31 | Bus Correctable error
| Asserted
3e2 | 03/08/2023 | 16:09:46 | Critical Interrupt #0x31 | Bus Correctable error
| Asserted
...
3f1 | OEM record f2 | IPMI cold reset
3f2 | OEM record f2 | Pilot Software reset
```

- 或通过FPGA重置BMC：

```
1c9 | OEM record f2 | FPGA pull BMC whole reset
1ca | OEM record f2 | Pilot AC cycle
```

- 可能无法访问此节点的BMC、即使通过串行控制台端口也是如此