



AFF A250/C250 HIC2 Temp0 失败

https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/AFF_A250%2F%2FC250_HIC2_Temp...

Updated: Wed, 22 Apr 2026 03:53:53 GMT

适用场景

- AFF A250
- AFF C250
- X1152

问题描述

- ONTAP升级后或正常运行期间节点报告底盘温度过高

```
[Node-01:monitor.globalStatus.critical:EMERGENCY]: Chassis temperature is too high..
```

- 节点可能会紧急重启waiting for giveback状态并同时报告 NIC 传感器错误。

```
PANIC: Uncorrectable Machine Check Error at CPU10. SKL_IIO Error:  
STATUS<0xbb8000000000e0b> (VALID, UC, EN, MISCV, PCC, S, AR, CORR_ERR_STATUS (0), CORR_ERR_CNT (
```

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Machine Check from
device(s):RPT(100,0,0):ErrSrcID(CorrSrc(0x6670),UCorrSrc(0x66a0)), PLX PCIE
9797 switch on Controller, Br[9797](102,20,0): Link down, PLX PCIE 9797 switch
on Controller, Br[9797](102,21,0): Link down. ,. in process idle: cpu10 on
release 9.13.1P6 (C)

Waiting for giveback...(Press Ctrl-C to abort wait)

Jul 04 10:24:42 [node1:monitor.temp.unreadable:error]: The controller
temperature (HIC2 Temp0) is not readable.

Jul 04 10:24:42 [node1:monitor.temp.unreadable:error]: The controller
temperature (HIC2 Temp1) is not readable.

Jul 04 10:26:12 [node1:callhome.chassis.hitemp:error]: Call home for CHASSIS
OVER TEMPERATURE

- PLATFORM-SENSORS.XML 显示传感器不可读

工作卡：

HIC1_TEMP0	55.000	degrees C	ok	1.000	3.000	
5.000	101.000	103.000	105.000			
HIC1_TEMP1	57.000	degrees C	ok	1.000	3.000	
5.000	101.000	103.000	105.000			

受损卡出现故障、表示模板0：

HIC2_TEMP0	na	degrees C	na	1.000	3.000	
5.000	101.000	103.000	105.000			
HIC2_TEMP1	53.000	degrees C	ok	1.000	3.000	
5.000	101.000	103.000	105.000			

受损卡出现故障、表示模板1：

HIC2_TEMP0	52.000	degrees C	ok	1.000	3.000	
5.000	101.000	103.000	105.000			
HIC2_TEMP1	na	degrees C	na	1.000	3.000	
5.000	101.000	103.000	105.000			

- SP事件日志显示插槽2中NIC的速度降级

617 | 02/13/2024 | 19:42:41 | Temperature #0x10 | Lower Non-recoverable going
low

618 | OEM record ee | Device Bus: 117 Dev: 0 Fun: 0 (slot 2) Failed to train at
max link speed/width, retraining cycle 0

- Expected GEN1, actual GEN1

- Expected x16, actual x8

- 中的NIC缺少端口 SYSCONFIG-A

slot 2: Quad 10G/25G Ethernet Controller CX5-Mezz

e2a MAC Address: d0:39:ea:52:c8:5f (auto-unknown-fd-down)
e2b MAC Address: d0:39:ea:52:c8:60 (auto-unknown-fd-down)
Device Type: CX5 PSID(NAP0000000014)
Firmware Version: 16.26.4012
Part Number: 111-04587
Hardware Revision: B0
Serial Number: 032249003452