



AFF A700 或 FAS9000 报告 SP HBT 已停止

https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/AFF_A700_or_FAS9000_reports_SP_...

Updated: Wed, 22 Apr 2026 10:23:10 GMT

适用于

- AFF A700
- FAS9000
- 服务处理器 (SP)

问题描述

- 事件日志中包含以下信息

```
Fri Dec 16 10:34:38 KST [A700-01: env_mgr: callhome.sp.hbt.missed:notice]: Call home for SP HBT MISSED
Fri Dec 16 12:36:07 KST [A700-01: env_mgr: callhome.sp.hbt.missed:notice]: Call home for SP HBT MISSED
Fri Dec 16 13:26:07 KST [A700-01: env_mgr: callhome.sp.hbt.stopped:alert]: Call home for SP HBT STOPPED
```

- 服务处理器无法访问。

'NetApp provides no representations or warranties regarding the accuracy or reliability or serviceability of any information or recommendations provided in this publication or with respect to any results that may be obtained by the use of the information or observance of any recommendations provided herein. The information in this document is distributed AS IS and the use of this information or the implementation of any recommendations or techniques herein is a customers responsibility and depends on the customers ability to evaluate and integrate them into the customers operational environment. This document and the information

- 服务处理器显示为已降级状态。

```
::> sp show
```

```
IP      Firmware
```

```
Node    Type Status   Configured  Version  IP Address
```

```
-----  
A700-01 SP    degraded true     4.10    10.1.1.1  
A700-02 SP    online  true     4.11    10.1.1.2
```