



CXone Mpower EXPERT

磁盘架组件处于非正常状态

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

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适用场景

DS212C磁盘架

问题描述

- ActiveIQ 风险：

A shelf component is in a non-normal state.

Potential Impact:

Depending on which component is in a non-normal state, the result can lead to an unplanned outage.

Details:

Shelf 2 on adapter 0a is reporting errors on the following component(s); Bay 0.

- SYSCONFIG-A AutoSupport 部分：

```
slot 0: SAS Host Adapter 0a (PMC-Sierra PM8070 rev. C, SAS, <UP>) ... 01.0 : NETAPP X477_
HAKPE04TA07 NA01 3807.8GB 520B/sect (xxxxxxx) ... 01.11: NETAPP X477_HAKPE04TA07 NA01
```

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3807.8GB 520B/sect (xxxxxxx) 02.1 : NETAPP X477_HAKPE04TA07 NA01 3807.8GB 520B/sect
(xxxxxxx) << disk 02.0 missing

• SAS-EXPANDER-PHY-STATE AutoSupport 部分 :

Expander phy state on 0a.2 (NETAPP :DS21212IOM12A SHJHU1704000088):

Pwr	Invalid	Disprt	Loss	Phy	CRC	Phy						
Pwr Ccl	Rsv Rls	DWord	Error	Sync	Reset	Error	Change	SATA				
PHY/BAY	STATE		ON	Cnt	Cnt	Cnt	Count	Count	Count	Prob	Cnt	
Cnt	Affiliation											
0/P0:0	12.0 Gb/s		---	---	---	---	0	0	0	0	0	
1	-----											
1/P0:1	12.0 Gb/s		---	---	---	---	0	0	0	0	0	
1	-----											
2/P0:2	12.0 Gb/s		---	---	---	---	0	0	0	0	0	
1	-----											
3/P0:3	12.0 Gb/s		---	---	---	---	0	0	0	0	0	
1	-----											
4/P1:0	Disabled											
5/P1:1	Disabled											
6/P1:2	Disabled											
7/P1:3	Disabled											
8/P2:0	12.0 Gb/s		---	---	---	---	0	0	0	0	0	
1	-----											
9/P2:1	12.0 Gb/s		---	---	---	---	0	0	0	0	0	
1	-----											
10/P2:2	12.0 Gb/s		---	---	---	---	0	0	0	0	0	
1	-----											
11/P2:3	12.0 Gb/s		---	---	---	---	0	0	0	0	0	
1	-----											
12/P3:0	Disabled											
13/P3:1	Disabled											
14/P3:2	Disabled											
15/P3:3	Disabled											
16/0	Rate unknown		YES	5	0	0						

• STORAGE-FAULT AutoSupport 部分 :

Enclosure Status: non-critical
Channel: 0a
Shelf: 2
Shelf Type: DS212-12
Product Serial Number: SHJHU1704000088
Module Type: IOM12

Disk Elements:

Element	Status	Status Bytes	Status Descriptions
0	[Bay 0]: NONCRITICAL	03,00,00,00	

- 托架0中的磁盘已更换两次