



# CXone Mpower EXPERT

## 执行PSU测试时、两个控制器均关闭

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Both\\_controllers\\_go\\_down\\_when\\_perf...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Both_controllers_go_down_when_perf...)

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### 适用场景

FAS2650

### 问题描述

- 对磁盘架上的单个PSU执行电源测试时、两个控制器均会关闭
- EMS日志显示、在chassis under temperate environmental shutdown从PSU断电后、控制器因""而关闭

```
[Node01: monitor: monitor.globalStatus.critical:EMERGENCY]: Power Supply Status  
Critical: PSU1. Disk shelf fault.
```

```
[Node01: env_mgr: monitor.shutdown.chassisUnderTemp:error]: Chassis temperature  
is too cold: System temperature is critical low. System will be shutdown in 2  
minutes
```

```
[Node01: env_mgr: callhome.chassis.undertemp:EMERGENCY]: Call home for CHASSIS  
UNDER TEMPERATURE SHUTDOWN
```

- 环境日志显示PSU传感器7在达到严重的温度不足之前会降低

Shelf temperatures by element:

```
[1] 30 C (86 F) (ambient) Normal temperature range
[2] 33 C (91 F) Normal temperature range
[3] 33 C (91 F) Normal temperature range
[4] 33 C (91 F) Normal temperature range
[5] 33 C (91 F) Normal temperature range
[6] 34 C (93 F) Normal temperature range
[7] 3 C (37 F) Undertemperature failure!
[8] 35 C (95 F) Normal temperature range
[9] 49 C (120 F) Normal temperature range
[10] 42 C (107 F) Normal temperature range
[11] 60 C (140 F) Normal temperature range
[12] 36 C (96 F) Normal temperature range
[13] 43 C (109 F) Normal temperature range
[14] 60 C (140 F) Normal temperature range
[15] 37 C (98 F) Normal temperature range
```