



# CXone Mpower EXPERT

シェルフに「OT warning」、「overtemperature warning」、または「callhome.chassis.hitemp" alerts are seen on shelf.

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/callhome.chassis.hitemp\\_error\\_repeat...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/callhome.chassis.hitemp_error_repeat...)

Updated: Wed, 22 Apr 2026 08:48:43 GMT

## 環境

- FAS2620
- FAS2720

## 問題

- シャーシの過熱エラーは、イベントログに1時間ごとに報告されます。

```
[Node1: env_mgr: monitor.chassisTemperature.warm:alert]: Chassis temperature is too warm: Ambient Temp is critical high (120 C).
```

```
[Node1: statd: monitor.shelf.fault:alert]: Critical fault reported on disk storage shelf attached to channel 0b. Check fans, power supplies, disks, and temperature sensors.
```

```
[Node1: env_mgr: monitor.chassisTemperature.warm:alert]: Chassis temperature is too warm: Midplane 4 Temp is warning high (47 C).
[Node1: env_mgr: monitor.chassisTemperature.warm:alert]: Chassis temperature is too warm: Midplane 3 Temp is warning high (47 C).
[Node1: monitor: monitor.globalStatus.critical:EMERGENCY]: Chassis temperature is too high..
[Node1: env_mgr: callhome.chassis.hitemp:error]: Call home for CHASSIS OVER TEMPERATURE
```

- 一部のセンサーはシェルフの温度超過を報告しています。

```
::> system node run -node <node> -command storage show fault
```

```
Enclosure Status: non-critical
Channel: 0b
Shelf: 0
Shelf Type: DS224-12
Product Serial Number: SHFFG1914000066
Module Type: IOM12E
```

Temperature Sensors:

Element	Status	Status Bytes	Status Descriptions
1:	OK	01,00,33,00	
2:	OK	01,00,39,00	
3:	OK	01,00,39,00	
4:	NONCRITICAL	03,00,44,04	OT WARNING
5:	NONCRITICAL	03,00,44,04	OT WARNING
6:	OK	01,00,3F,00	

- 過熱警告は、環境ログにも記録されます。

```
::> system node run -node <node> -command environment status
```

```
Temperature Sensor installed element list: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15; with error: 4, 5
```

Shelf temperatures by element:

```
[1] 31 C (87 F) (ambient) Normal temperature range
[2] 37 C (98 F) Normal temperature range
[3] 37 C (98 F) Normal temperature range
[4] 48 C (118 F) Overtemperature warning!
[5] 48 C (118 F) Overtemperature warning!
[6] 43 C (109 F) Normal temperature range
```

- SPセンサーログから：

Sensor Name	State	Current	Critical	Warning	Warning
Critical	Reading	Low	Low	High	High
Temp Low Shutdown		UP			
Temp High Shutdown		UP			
SNMP Bad Fan Count		OK			
Chassis is Under Temp		NO			
<b>Chassis is Over Temp</b>		<b>YES</b>			
<b>Midplane 4 Temp</b>	<b>warnhigh</b>	<b>47 C</b>	0 C	5 C	47 C 52 C
<b>Midplane 3 Temp</b>	<b>warnhigh</b>	<b>47 C</b>	0 C	5 C	47 C 52 C
Midplane 2 Temp	normal	36 C	0 C	5 C	47 C 52 C
Midplane 1 Temp	normal	36 C	0 C	5 C	47 C 52 C