



控制器接管失败—AutoSupport 消息

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

Updated: Wed, 22 Apr 2026 11:39:21 GMT

适用场景

- ONTAP 9
- 来自NetApp01的HA组通知(控制器接管失败)警报

事件摘要

如果未成功接管集群配对节点、则会显示此消息。

- 节点可能会关闭而不进行接管、从而可能导致数据中断。
- 此AutoSupport 消息的原因可能有多种。

验证

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命令行

以确定节点运行的当前状态 **storage failover show**

```
NetApp-2::> storage failover show
                Takeover
Node           Partner      Possible State Description
-----
NetApp-2a     NetApp-2b    -      Unknown
NetApp-2b     NetApp-2a    false   Waiting for NetApp-2a, Takeover
                is not possible: Reason will be displayed here
```

事件日志

- **event log show -severity * -message-name callhome***

```
[Node Name: cf_giveback: callhome.sfo.takeover.failed:alert]: Call home for
CONTROLLER TAKEOVER FAILED
```

- **storage failover show -node node01 -fields possible** 确定节点是否符合接管条件

```
node           possible
-----
Node01         false
```

解决方法

如果出现服务中断、请联系NetApp全球支持部门以获得即时帮助

- 要联系NetApp支持部门、请参见 [NetApp全球支持联系人](#)
- 登录到支持站点以验证是否已为此事件创建案例。 [检查案例状态](#)

追加信息

- [自动接管和交还的工作原理](#)
- [通过控制台或服务处理器使节点关闭且无响应](#)