



# NiCE

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## AFF A400、FAS8300 或 FAS8700 上的 CriticalFruNotPresentAlert

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/CriticalFruNotPresentAlert\\_on\\_AFF\\_A...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/CriticalFruNotPresentAlert_on_AFF_A...)

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### 适用于

- ONTAP 9
- AFF A400
- FAS8300
- FAS8700

### 问题描述

- `CriticalFruNotPresentAlert` 针对风扇模块的报告：

```
Alert ID: CriticalFruNotPresentAlert:Fan4 is not present in the chassis
01212341211
Node: netapp-01
Monitor: chassis
Alert ID: CriticalFruNotPresentAlert
Alerting Resource: Fan4#123456789000
Subsystem: Environment
Indication Time: Fri SEP 18 23:20:06 2020
```

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Perceived Severity: Critical  
Probable Cause: Configuration\_error  
Description:  
Fan4 is not present in the chassis 01212341211. The nodes in this chassis are netapp-01  
Corrective Actions:  
1. Plug in Fan4 correctly into the slot.  
2. Refer to the Hardware specification guide for more information on the position of the field-replaceable unit (FRU)  
3. Contact support personnel if the alert persists.  
Possible Effect:  
The nodes in the chassis might not function effectively or redundancy might be lost.  
Acknowledge: false  
Suppress: false  
Policy: CriticalFruNotPresentAlertPolicy  
Acknowledger: -  
Suppressor: -  
Additional Information: Serial No of the FRU: Fan4#123456789000

- 在 EMS 中报告 `hm.alert.raised:alert` 后，它可能会自行恢复。

```
[cphmd: hm.alert.raised:alert]: Alert Id = CriticalFruNotPresentAlert ,  
Alerting Resource = Fan1#042247006866 raised by monitor chassis  
[cphmd: hm.alert.raised:alert]: Alert Id = CriticalFruNotPresentAlert ,  
Alerting Resource = Fan2#042247006866 raised by monitor chassis  
[cphmd: hm.alert.raised:alert]: Alert Id = CriticalFruNotPresentAlert ,  
Alerting Resource = Fan3#042247006866 raised by monitor chassis  
[cphmd: hm.alert.raised:alert]: Alert Id = CriticalFruNotPresentAlert ,  
Alerting Resource = Fan4#042247006866 raised by monitor chassis  
~  
[cphmd: hm.alert.cleared:notice]: Alert Id = CriticalFruNotPresentAlert ,  
Alerting Resource = Fan1#042247006866 cleared by monitor chassis  
[cphmd: hm.alert.cleared:notice]: Alert Id = CriticalFruNotPresentAlert ,  
Alerting Resource = Fan2#042247006866 cleared by monitor chassis  
[cphmd: hm.alert.cleared:notice]: Alert Id = CriticalFruNotPresentAlert ,  
Alerting Resource = Fan3#042247006866 cleared by monitor chassis  
[cphmd: hm.alert.cleared:notice]: Alert Id = CriticalFruNotPresentAlert ,  
Alerting Resource = Fan4#042247006866 cleared by monitor chassis
```

- 除 FRU INFO 外，所有风扇传感器均显示风扇正常工作

```
Fan4 FRU INFO discrete failed
```

- BMC 传感器显示 FRU ID 不可读

FRU Device Description : Fan4\_FRU (ID 8)  
Unknown FRU header version 0xff