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## 已报告 DegradedOnlineShelfPort\_Alert

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/DegradedOnlineShelfPort\\_Alert\\_reported](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/DegradedOnlineShelfPort_Alert_reported)

Updated: Wed, 22 Apr 2026 03:53:49 GMT

### 适用场景

- ONTAP 9
- 外部SAS磁盘架
- 直连SAS磁盘架

### 问题描述

- 已报告已降级的联机ShelfPort\_Alert

```
::> system health alert show
      Node: Node-01
      Alert ID: DegradedOnlineShelfPort_Alert
      Resource: Shelf 1.1
      Severity: Major
      Indication Time: Wed May 31 14:10:49 2023
      Suppress: false
```

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Acknowledge: false

Probable Cause: Shelf-to-shelf connection between disk shelves 1.1 3 port and 1.3 1 port have 2 inactive PHYs on IOM A.

Possible Effect: Inactive PHYs might cause degraded link performance.

Corrective Actions: 1. Consult the guide applicable to your IOM12 disk shelf to review cabling rules and complete the SAS cabling worksheet for your system.

2. Verify that disk shelf 1.1 has disabled PHYs by using the "storage shelf show -shelf 1.1 -port" command.

3. If the disk shelves have multiple paths to the node, reseal disk shelf 1.1 3 port cable on IOM A and disk shelf 1.3 1 port cable on IOM A.

4. Verify that the physical cable connection is secure and operational, and replace the cable, if necessary.

- 环境状态显示高DWORD计数器

```
Shelf name:    0a.shelf13
Shelf id:      13
Channel:       0a
Module:        A
Term switch:   N/A
Shelf state:   ONLINE
Module state:  OK
```

Partial Path	Link	Invalid	Running	Loss	Phy	CRC	Phy
Disk	Port	Timeout	Rate	DWord	Disparity	Dword	Reset
Error	Change						
Id	State	Value (ms)	(Gb/s)	Count	Count	Count	Problem
Count	Count						
[HST0]	OK	7	12.0	0	0	0	
0	0	1					
[HST1]	OK	7	12.0	0	0	0	
0	0	1					
[HST2]	OK	7	12.0	0	0	0	
0	0	1					
[HST3]	OK	7	12.0	0	0	0	
0	0	1					
[HST4]	EMPTY	7	NA	0	0	0	
0	0	0					
[HST5]	EMPTY	7	NA	0	0	0	
0	0	0					
[HST6]	EMPTY	7	NA	0	0	0	
0	0	0					

[HST7]	EMPTY		7	NA	0	0	0
0	0	0					
<b>[HST8]</b>	<b>DIS/INVWD</b>		<b>7</b>	<b>NA</b>	<b>45951</b>	<b>45920</b>	<b>0</b>
<b>0</b>	<b>0</b>	<b>4</b>					
[HST9]	OK		7	12.0	0	0	0
0	0	3					