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## 磁盘故障- AutoSupport消息

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/DISK\\_FAILED\\_AutoSupport\\_message](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/DISK_FAILED_AutoSupport_message)

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### 适用场景

- ONTAP 9
- CallHome.dsk.fault
- callhome.carrier.fault
- callhome.dsk.noio
- disk /aggr01/plex
  
- HA Group Notification from ClusterA-01 (DISKS FAILED IN CARRIER Shelf 0, Bay 3, Model [], Carrier []) WARNING
- HA Group Notification from ClusterA-01 (DISK FAILED Shelf 22, Bay 11, Model [], S/N []) ERROR
- HA Group Notification from ClusterA-01 (DISK NOT RESPONDING) ERROR
- HA Group Notification from ClusterA-01 (DISK NOT SPINNING) ERROR
- HA Group Notification from ClusterA-01 (FILESYSTEM DISK FAILED Shelf 44, Bay 7, Model [], S/N []) ERROR

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- HA Group Notification from ClusterA-01 (FILESYSTEM DISK NOT RESPONDING) WARNING
- HA Group Notification from ClusterA-01 (SPARE DISK FAILED Shelf 17, Bay 8, Model [], S/N []) ERROR
- HA Group Notification from ClusterA-01 (SPARE DISK NOT RESPONDING) ERROR

## 事件摘要

磁盘驱动器发生故障时会出现此消息。

```
[node1: config_thread: callhome.dsk.fault:error]: Call home for DISK FAILED Shelf 1,
Bay 1, Model [X###_#####], S/N [#####]
[node1: config_thread: callhome.carrier.fault:error]: Call home for DISKS FAILED IN
CARRIER Shelf 1, Bay -, Model [X###_#####], Carrier [#####]
```

## 验证

### ASUP

- **Sysconfig -a** 部分：

```
20.9 : NETAPP X425_STBTE1T2A10 NA02 1142.3GB 520B/sect (W4023xxx) 20.10: NETAPP X425_
STBTE1T2A10 NA02 1142.3GB 520B/sect (W4023xxx) (Failed) 20.11: NETAPP X425_STBTE1T2A10 NA02
1142.3GB 520B/sect (W4023xxx)
```

- Section **Sysconfig -r**：

```
Broken disks RAID Disk Device HA SHELF BAY CHAN Pool Type RPM Used (MB/blks) Phys (MB/blks) -----
----- failed Od.20.10 Od 20 10 SA:B 0 SAS 10000 1142352/
2339537408 1144641/2344225968
```

### 命令行

- 运行 **storage disk show -broken**

```
::>storagediskshow -broken Original Owner: node1 Checksum Compatibility: block Drawer Usable Physical
Disk Outage Reason HA Shelf Bay /Slot Chan Pool Type RPM Size Size -----
----- 4.22.42 failed 2a 22 42 4/6 A FAILED FSAS 7200 8.89TB 8.91TB
```

## 解决方法

- [ONTAP系统的驱动器更换流程](#)

## 追加信息

- [如何在更换之前确定故障磁盘？](#)
- [如何更换缺失的商品退货标签？](#)
- [关于部件退回和更换- NetApp 支持站点](#)