



# CXone Mpower EXPERT

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## 由于已禁用 PHY ，磁盘冗余失败

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/disk\\_redundancy\\_failed\\_\\_due\\_to\\_PHY...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/disk_redundancy_failed__due_to_PHY...)

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### 适用场景

- Data ONTAP 8
- ONTAP 9

### 问题描述

- EMS 报告 `DISK REDUNDANCY FAILED` 。

```
[nodeA: svc_queue_thread: callhome.dsk.redun.fault:error]: Call home for DISK REDUNDANCY FAILED.
```

- `storage show expander` 显示了一个 IOM 上已禁用 PHY 。

```
Shelf name:    0b.shelf2
Shelf id:     2
Channel:     0b
```

Module: A  
 Shelf UID: xx:xx:xx:xx:xx:xx:xx:xx  
 Shelf S/N: SHJSG1428000128  
 Term switch: N/A  
 Shelf state: ONLINE  
 Module state: OK

CRC	Phy	Partial Path	Link	Invalid	Running	Loss	Phy
Disk	Port	Timeout	Rate	DWord	Disparity	Dword	Reset
Error	Change						
Id	State	Value (ms)	(Gb/s)	Count	Count	Count	Problem
Count	Count						
[SQR0]	OK	7	6.0	0	0	0	
0	0	1					
[SQR1]	OK	7	6.0	0	0	0	
0	0	1					
[SQR2]	OK	7	6.0	0	0	0	
0	0	1					
[SQR3]	OK	7	6.0	0	0	0	
0	0	1					
[CIR4]	OK	7	6.0	0	0	0	
0	0	1					
[CIR5]	OK	7	6.0	0	0	0	
0	0	1					
[CIR6]	OK	7	6.0	0	0	0	
0	0	1					
[CIR7]	OK	7	6.0	0	0	0	
0	0	1					
[ 0 ]	OK	7	6.0	0	0	0	
0	0	2					
[ 1 ]	OK	7	6.0	0	0	0	
0	0	2					
[ 2 ]	OK	7	6.0	0	0	0	
0	0	2					
[ 3 ]	OK	7	6.0	0	0	0	
0	0	12					
[ 4 ]	OK	7	6.0	0	0	0	
0	0	2					

[ 5 ] OK	7	6.0	0	0	0
0 0 2					
[ 6 ] OK	7	6.0	0	0	0
0 0 2					
[ 7 ] OK	7	6.0	0	0	0
0 0 2					
[ 8 ] OK	7	6.0	0	0	0
0 0 2					
[ 9 ] OK	7	6.0	0	0	0
0 0 2					
[ 10 ] DIS/RESET	7	NA	0	0	0
10 0 8					
[ 11 ] OK	7	6.0	0	0	0
0 0 2					
[ 12 ] OK	7	6.0	0	0	0
0 0 2					
[ 13 ] OK	7	6.0	0	0	0
0 0 2					
[ 14 ] OK	7	6.0	0	0	0
0 0 2					
[ 15 ] OK	7	6.0	0	0	0
0 0 2					
[ 16 ] OK	7	6.0	0	0	0
0 0 2					
[ 17 ] OK	7	6.0	0	0	0
0 0 2					
[ 18 ] OK	7	6.0	0	0	0
0 0 2					
[ 19 ] OK	7	6.0	0	0	0
0 0 2					
[ 20 ] OK	7	6.0	0	0	0
0 0 2					
[ 21 ] OK	7	6.0	0	0	0
0 0 2					
[ 22 ] OK	7	6.0	0	0	0
0 0 2					
[ 23 ] OK	7	6.0	0	0	0
0 0 2					
[SIL0] DIS/UNUSD	7	NA	0	0	0
0 0 1					

[SIL1]	DIS/UNUSD	7	NA	0	0	0
0	0	1				
[SIL2]	DIS/UNUSD	7	NA	0	0	0
0	0	1				
[SIL3]	DIS/UNUSD	7	NA	0	0	0
0	0	1				