



# CXone Mpower EXPERT

## DS460 磁盘架故障

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/DS460\\_disk\\_shelf\\_fault](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/DS460_disk_shelf_fault)

Updated: Wed, 22 Apr 2026 07:30:34 GMT

### 适用于

DS460C 存储架

### 问题描述

在连接到通道 0b 的 DS460C 磁盘存储盘架 21 上报告了严重故障

#### EMS

```
Mon Aug 11 03:35:54 [node-1: statd: monitor.shelf.fault:alert]: Critical fault reported on disk storage shelf attached to channel 0b. Check fans, power supplies, disks, and temperature sensors.
```

```
Mon Aug 11 03:36:00 [node-1: monitor: monitor.globalStatus.critical:EMERGENCY]: Disk shelf fault.
```

```
Mon Aug 11 03:36:03 [node-1: dsa_worker5: ses.status.temperatureWarning:alert]: DS460-12 (S/N xxxxxxxxxxxxxxxx) shelf 21 on channel 0b temperature warning for Temperature sensor 15: not installed or failed. Current temperature: 37 C (98 F). This module is on the front of the shelf 3rd drawer from the top, module A sensor 2.
```

```
Mon Aug 11 03:36:03 [node-1: dsa_worker5: ses.status.temperatureWarning:alert]:
```

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DS460-12 (S/N xxxxxxxxxxxxxxxx) shelf 21 on channel 0b temperature warning for Temperature sensor 25: not installed or failed. Current temperature: 36 C (96 F). This module is on the front of the shelf 3rd drawer from the top, module B sensor 2.

### 存储故障

Enclosure Status: normal  
Channel: 0b  
Shelf: 21  
Shelf Type: DS460-12  
Product Serial Number: xxxxxxxxxxxxxxxx  
Module Type: IOM12B

### Disk Elements:

Element	Status	Status Bytes	Status Descriptions
0 [Bay 0]	NOT AVAILABLE	07,00,00,00	
1 [Bay 1]	NOT AVAILABLE	07,01,00,00	
2 [Bay 2]	NOT AVAILABLE	07,02,00,00	
3 [Bay 3]	NOT AVAILABLE	07,03,00,00	
4 [Bay 4]	NOT AVAILABLE	07,04,00,00	
5 [Bay 5]	NOT AVAILABLE	07,05,00,00	
6 [Bay 6]	NOT AVAILABLE	07,06,00,00	
7 [Bay 7]	NOT AVAILABLE	07,07,00,00	
8 [Bay 8]	NOT AVAILABLE	07,08,00,00	
9 [Bay 9]	NOT AVAILABLE	07,09,00,00	
10 [Bay 10]	NOT AVAILABLE	07,0A,00,00	
11 [Bay 11]	NOT AVAILABLE	07,0B,00,00	
12 [Bay 0]	OK	01,00,00,00	
13 [Bay 1]	OK	01,01,00,00	
14 [Bay 2]	OK	01,02,00,00	
15 [Bay 3]	OK	01,03,00,00	
16 [Bay 4]	OK	01,04,00,00	
17 [Bay 5]	OK	01,05,00,00	
18 [Bay 6]	OK	01,06,00,00	
19 [Bay 7]	OK	01,07,00,00	
20 [Bay 8]	OK	01,08,00,00	
21 [Bay 9]	OK	01,09,00,00	
22 [Bay 10]	OK	01,0A,00,00	
23 [Bay 11]	OK	01,0B,00,00	
24 [Bay 0]	OK	01,00,00,00	
25 [Bay 1]	OK	01,01,00,00	
26 [Bay 2]	OK	01,02,00,00	
27 [Bay 3]	OK	01,03,00,00	
28 [Bay 4]	OK	01,04,00,00	
29 [Bay 5]	OK	01,05,00,00	
30 [Bay 6]	OK	01,06,00,00	
31 [Bay 7]	OK	01,07,00,00	
32 [Bay 8]	OK	01,08,00,00	
33 [Bay 9]	OK	01,09,00,00	
34 [Bay 10]	OK	01,0A,00,00	

```

35 [Bay 11]: OK          01,0B,00,00
36 [Bay 0]: OK          01,00,00,00
37 [Bay 1]: OK          01,01,00,00
38 [Bay 2]: OK          01,02,00,00
39 [Bay 3]: OK          01,03,00,00
40 [Bay 4]: OK          01,04,00,00
41 [Bay 5]: OK          01,05,00,00
42 [Bay 6]: OK          01,06,00,00
43 [Bay 7]: OK          01,07,00,00
44 [Bay 8]: OK          01,08,00,00
45 [Bay 9]: OK          01,09,00,00
46 [Bay 10]: OK         01,0A,00,00
47 [Bay 11]: OK         01,0B,00,00
48 [Bay 0]: OK          01,00,00,00
49 [Bay 1]: OK          01,01,00,00
50 [Bay 2]: OK          01,02,00,00
51 [Bay 3]: OK          01,03,00,00
52 [Bay 4]: OK          01,04,00,00
53 [Bay 5]: OK          01,05,00,00
54 [Bay 6]: OK          01,06,00,00
55 [Bay 7]: OK          01,07,00,00
56 [Bay 8]: OK          01,08,00,00
57 [Bay 9]: OK          01,09,00,00
58 [Bay 10]: OK         01,0A,00,00
59 [Bay 11]: OK         01,0B,00,00

```

Drawers Control Module:

Element	Status	Status Bytes	Status Descriptions
1 [IOM12B A]	: CRITICAL	02,40,00,00	FAIL
2 [IOM12B A]	: OK	01,00,01,01	REPORT, TYPE BIT0
3 [IOM12B A]	: OK	01,00,01,01	REPORT, TYPE BIT0
4 [IOM12B A]	: OK	01,00,01,01	REPORT, TYPE BIT0
5 [IOM12B A]	: OK	01,00,01,01	REPORT, TYPE BIT0
6 [IOM12B B]	: CRITICAL	02,40,00,00	FAIL
7 [IOM12B B]	: OK	01,00,01,01	REPORT, TYPE BIT0
8 [IOM12B B]	: OK	01,00,01,01	REPORT, TYPE BIT0
9 [IOM12B B]	: OK	01,00,01,01	REPORT, TYPE BIT0
10 [IOM12B B]	: OK	01,00,01,01	REPORT, TYPE BIT0

环境

Temperature Sensor installed element list: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29; with error: none

Shelf temperatures by element:

```

[1] 20 C (68 F) (ambient) Normal temperature range
[2] 29 C (84 F) Normal temperature range
[3] 30 C (86 F) Normal temperature range
[4] 30 C (86 F) Normal temperature range
[5] 29 C (84 F) Normal temperature range
[6] 31 C (87 F) Normal temperature range

```

[7] 31 C (87 F) Normal temperature range  
 [8] 32 C (89 F) Normal temperature range  
 [9] 34 C (93 F) Normal temperature range  
 [10] Unavailable  
 [11] 32 C (89 F) Normal temperature range  
 [12] 31 C (87 F) Normal temperature range  
 [13] 33 C (91 F) Normal temperature range  
 [14] 32 C (89 F) Normal temperature range  
 [15] Unavailable  
 [16] 33 C (91 F) Normal temperature range  
 [17] 32 C (89 F) Normal temperature range  
 [18] 32 C (89 F) Normal temperature range  
 [19] 33 C (91 F) Normal temperature range  
 [20] Unavailable  
 [21] 30 C (86 F) Normal temperature range  
 [22] 31 C (87 F) Normal temperature range  
 [23] 32 C (89 F) Normal temperature range  
 [24] 31 C (87 F) Normal temperature range  
 [25] Unavailable  
 [26] 32 C (89 F) Normal temperature range  
 [27] 31 C (87 F) Normal temperature range  
 [28] 30 C (86 F) Normal temperature range  
 [29] 32 C (89 F) Normal temperature range

DCM installed element list: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10; with error: 1, 6  
 DCM information by element:

[1] Serial number: Part number:  
 Type: Vendor: Firmware version:  
 [2] Serial number: xxxxxxxxxxxxxx Part number: 111-04834+A1  
 Type: SASDRWR Vendor: NETAPP Firmware version: 01310805  
 [3] Serial number: xxxxxxxxxxxxxx Part number: 111-04834+A1  
 Type: SASDRWR Vendor: NETAPP Firmware version: 01310805  
 [4] Serial number: xxxxxxxxxxxxxx Part number: 111-04834+A1  
 Type: SASDRWR Vendor: NETAPP Firmware version: 01310805  
 [5] Serial number: xxxxxxxxxxxxxx Part number: 111-04834+A1  
 Type: SASDRWR Vendor: NETAPP Firmware version: 01310805  
 [6] Serial number: Part number:  
 Type: Vendor: Firmware version:  
 [7] Serial number: xxxxxxxxxxxxxx Part number: 111-04834+A1  
 Type: SASDRWR Vendor: NETAPP Firmware version: 01310805  
 [8] Serial number: xxxxxxxxxxxxxx Part number: 111-04834+A1  
 Type: SASDRWR Vendor: NETAPP Firmware version: 01310805  
 [9] Serial number: xxxxxxxxxxxxxx Part number: 111-04834+A1  
 Type: SASDRWR Vendor: NETAPP Firmware version: 01310805  
 [10] Serial number: xxxxxxxxxxxxxx Part number: 111-04834+A1  
 Type: SASDRWR Vendor: NETAPP Firmware version: 01310805