



CXone Mpower EXPERT

紧急关闭：环境原因关闭(电池电源故障)

https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Emergency_shutdown__Environmental...

Updated: Wed, 22 Apr 2026 11:40:12 GMT

适用场景

AFF/FAS

问题描述

- 节点关闭、事件日志中显示以下消息：

```
[Node-01:nvram.battery.power.fault:EMERGENCY]: The NVRAM battery is not receiving power. To prevent data loss, the system will shut down in 5 minutes.
```

```
[Node-01:callhome.battery.failure:EMERGENCY]: Call home for BATTERY (power fault) CRITICAL.
```

```
[Node-01:monitor.shutdown.emergency:EMERGENCY]: Emergency shutdown:  
Environmental Reason Shutdown (Battery power fault)
```

- 启动时的控制台消息：

```
WARNING: The battery is experiencing a critical failure:
```

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- Battery power fault

Without a working battery, the system cannot retain data during a power outage, which can result in data loss.

Power down the system and verify that the battery is properly installed.

To ignore this failure and boot the system in a mode where data loss might occur, press 'c' followed by 'Enter'

- 系统已启动、并提供了足够的时间来为NVRAM电池充电
- SP/BMC固件已更新为最新可用版本