



CXone Mpower EXPERT

由于Flash Cache出现故障、Flash Cache脱机

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

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适用场景

ONTAP 9

问题描述

- 的故障LED亮起SP-LATEST-RUNTIME。

```
=====  
FRU LEDs status  
=====  
<snip>  
FRU LED ID 14 = BMC DIMM Slot 2 Attention LED  
FRU LED ID 15 = BMC NVMEM 1 Attention LED  
FRU LED ID 16 = BMC BOOT DISK Attention LED  
<snip>  
FRU LED ID 14 is off
```

FRU LED ID 15 is on

FRU LED ID 16 is off

- 错误事件是从SP-LATEST-IPMI 报告的。

```
Node          ID  Event Location          Event Description
-----
node-01      1  Device in M.2 PCIe slot 1 in Controller A  NVMe device
failed
```

- EMS 显示Flash Cache脱机。

```
Mon May 12 19:17:16 +0100 [Node Name: node01: callhome.nvme.exhausted:alert]:
Callhome for Flash Cache NVMe Offline.
```

- SYSCONFIG -A 显示Flash Cache失败。

```
slot 1: Flash Cache NVMe
Part Number: 119-00329
Hardware Revision: A0
Firmware Version: NA03
Model Name: X3311A
Capacity: 1024 GB
State: failed
```