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## IOM会在软件崩溃后重新启动

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/IOM\\_reboots\\_after\\_software\\_crash](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/IOM_reboots_after_software_crash)

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### 适用场景

- ONTAP 9
- I/O模块(IOM)
- DS212C

### 问题描述

- 由于IOM重新启动、AutoSupport报告以下警报。

```
HA Group Notification from Node01 (SHELF COOLING UNIT FAILED) ERROR
```

```
HA Group Notification from Node01 (DISK REDUNDANCY FAILED) ERROR
```

- EMS 报告在软件崩溃后IOM重新启动：

```
Thu Aug 15 22:47:49 +0900 [Node-01: storlog_admin: sla.shelf.message:debug]:  
params: {'type': 'SEVERITY', 'log': 'Thu Jan 1 00:00:00 1970 ('
```

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```
0+00:00:00.498); 02000093; U?; HAL; hal; 04; Module Reboot: Startup type
5-Crash reset'}
```

```
Thu Aug 15 22:47:49 +0900 [Node-01: storlog_admin: sla.shelf.message:debug]:
params: {'type': 'SEVERITY', 'log': 'Thu Jan 1 00:00:00 1970 (
0+00:00:00.705); 0200013D; U?; HAL; hal; 02; Failure info:Client
"i2cTransport 0" triggered wdg. tNow:144134120, tLast:144054059,
interval:80000, failed:0'}
```

- 中显示的消息 SHELF-LOG-IOM.GZ:

```
Thu Jan 1 00:00:00 1970 ( 0+00:00:00.496); 02000027; U?; HAL; hal; 04; NDU
Data Invalid.
```

```
Thu Jan 1 00:00:00 1970 ( 0+00:00:00.496); 02000093; U?; HAL; hal; 04;
Module Reboot: Startup type 5-Crash reset
```

```
Thu Jan 1 00:00:00 1970 ( 0+00:00:00.496); 02000186; U?; HAL; hal; 04;
Module Reboot: Latched power registers - EBOD = EF, ACP = EF
```

```
Thu Jan 1 00:00:00 1970 ( 0+00:00:00.496); 0200011E; U?; HAL; hal; 02;
Canister CPLD POST passed
```

```
Thu Jan 1 00:00:00 1970 ( 0+00:00:00.496); 02000120; U?; HAL; hal; 02;
Canister CPLD: V24
```

```
Thu Jan 1 00:00:00 1970 ( 0+00:00:00.677); 01000001; U?; CLI; cli; 02;
Failed to bind CLI command: gpio_set_bit, status 4
```

```
Thu Jan 1 00:00:00 1970 ( 0+00:00:00.704); 0200013C; U?; HAL; hal; 02;
Reboot after software crash.
```

```
Thu Jan 1 00:00:00 1970 ( 0+00:00:00.705); 0200013D; U?; HAL; hal; 02;
Failure info:Cause: 10800408, PC: 5c13170c, . Thread i2cipcwork 3
```

```
Thu Jan 1 00:00:00 1970 ( 0+00:00:00.705); 0200013E; U?; HAL; hal; 02;
Failed firmware version: 0120, Code Image A
```

```
Thu Jan 1 00:00:00 1970 ( 0+00:00:00.705); 020001E3; U?; HAL; hal; 02;
Sideband CPLD: V11
```