



CXone Mpower EXPERT

出现monitor.chassisPowerSupply.degraded

<https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/monitor.chassisPowerSupply.degraded...>

Updated: Wed, 22 Apr 2026 08:40:40 GMT

适用场景

OTNAP 9

问题描述

- EMS 检测PSU的电源降级错误。

```
[?] Tue Sep 24 07:45:11 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.off:notice]: Chassis power supply 2 off.
[?] Tue Sep 24 07:45:11 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Crest Factor is Critical Low (0)
[?] Tue Sep 24 07:45:17 +0900 [Node: power_low_monitor:
monitor.chassisPower.degraded:alert]: Chassis power is degraded: Power Supply
Status Critical: PSU2.
[?] Tue Sep 24 07:45:17 +0900 [Node: power_low_monitor:
callhome.chassis.power:error]: Call home for CHASSIS POWER DEGRADED: Power
Supply Status Critical: PSU2.
```

```
[?] Tue Sep 24 07:45:28 +0900 [Node: pmcsas_asyncd_0: sas.adapter.debug:info]:
params: {'adapterName': '1', 'debug_string': 'Adapter debug dump is being
collected'}
[?] Tue Sep 24 07:45:28 +0900 [Node: pmcsas_asyncd_1: sas.adapter.debug:info]:
params: {'adapterName': '0a', 'debug_string': 'Adapter debug dump is being
collected'}
[?] Tue Sep 24 07:45:40 +0900 [Node: env_mgr: callhome.chassis.ps.off:error]:
Call home for CHASSIS POWER SUPPLY OFF: PS 2
[?] Tue Sep 24 07:46:00 +0900 [Node: monitor:
monitor.globalStatus.critical:EMERGENCY]: Power Supply Status Critical: PSU2.
[?] Tue Sep 24 07:46:02 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Temperature is Unreadable
[?] Tue Sep 24 07:46:02 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Current is Unreadable
[?] Tue Sep 24 07:46:02 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Fan1 Speed is Unreadable
[?] Tue Sep 24 07:46:02 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Fan1 Fault is Unreadable
[?] Tue Sep 24 07:46:02 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Fan2 Speed is Unreadable
[?] Tue Sep 24 07:46:02 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Fan2 Fault is Unreadable
[?] Tue Sep 24 07:46:03 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Pwr Out OK is Unreadable
[?] Tue Sep 24 07:46:03 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Fault is Unreadable
[?] Tue Sep 24 07:46:03 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Over Temp is Unreadable
[?] Tue Sep 24 07:46:03 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Over Volt is Unreadable
[?] Tue Sep 24 07:46:03 +0900 [Node: env_mgr:
monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 2 is
degraded: PSU2 Over Curr is Unreadable
[?] Tue Sep 24 07:46:12 +0900 [Node: env_mgr:
callhome.chassis.ps.degraded:error]: Call home for CHASSIS POWER SUPPLY
DEGRADED: PS 2
```

- SP-LATEST-IPMI 将多个PSU传感器状态显示为na。

```
hsamcmd --fault-show-all
```

```
=====
```

tag	origin	fld	fault reason				count	time
1	0x5	/chassis-1/power-2	Voltage Sensor 85 Power Good					
1	Mon Sep 23 22:44:38 2024							
2	0x5	/chassis-1/power-2	Current Sensor 225 LNC					
1	Mon Sep 23 22:44:39 2024							
3	0x5	/chassis-1/power-2	Current Sensor 225 LCR					
1	Mon Sep 23 22:44:40 2024							
PSU2_Present	0x0	discrete	Present	na	na	na		
na								
PSU2_Temp	na	degrees C	na	0.000	5.000	50.000		
60.000								
PSU2_Curr	na	Amps	na	na	na	na		
PSU2_Fan1_Speed	na	RPM	na	4500.000	4600.000	na		
na								
PSU2_Fan1_Fault	na	discrete	na	na	na	na		
PSU2_Fan2_Speed	na	RPM	na	4500.000	4600.000	na		
na								
PSU2_Fan2_Fault	na	discrete	na	na	na	na		
PSU2_Status	na	discrete	na	na	na	na		
PSU2_Pwr_In_OK	0x0	discrete	Deasserted	na	na	na		
na								
PSU2_Pwr_Out_OK	na	discrete	na	na	na	na		
PSU2_Fault	na	discrete	na	na	na	na		
PSU2_Input_Type	na	discrete	na	na	na	na		
PSU2_Over_Temp	na	discrete	na	na	na	na		
PSU2_Over_Volt	na	discrete	na	na	na	na		
PSU2_Over_Curr	na	discrete	na	na	na	na		
PSU2_CrestFactor	0.000	unspecified	cr	1.000	1.000			
1.728	2.000							
PSU2_InPwr_Mon	0.000	Watts	ok	na	na	na		

- 有时STORAGE-FAULT不会对已发出的PSU显示错误。