



CXone Mpower EXPERT

多风扇故障警报、系统在更换PSU模块后发出噪音

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

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适用场景

- AFF 和 FAS 系统
- ONTAP 9
- 磁盘架

问题描述

- 两个节点都会在事件日志中频繁报告以下警报：

```
[Node-01: statd: monitor.shelf.fault:debug]: Critical fault reported on disk storage shelf attached to channel 0a. Check fans, power supplies, disks, and temperature sensors.
```

```
[Node-01: statd: monitor.fan.failed:debug]: Multiple fans has failed.
```

```
[Node-01: env_mgr: monitor.fan.warning:debug]: multiple fans have failed.
```

```
Replace it to avoid overheating
```

```
[Node-01: env_mgr: callhome.c.fan.fru.fault:debug]: Call home for CHASSIS FAN
FRU FAILED: Multiple fans have failed
```

- 的输出 `storage show fault` 显示未检测到某个电源：

```
::> system node run -node * -command storage show fault
```

```
Enclosure Status: unrecoverable
Channel: 0a
Shelf: 0
Shelf Type: DS224-12
Product Serial Number: 952240001855
Module Type: IOM12E
```

Power Supplies:

Element	Status	Status Bytes	Status Descriptions
1:	OK	01,00,00,20	RQSTED ON
2:	NOT INSTALLED	05,00,00,20	

Fans:

Element	Status	Status Bytes	Status Descriptions
1:	OK	01,02,EC,26	
2:	OK	01,02,EC,26	
3:	NOT INSTALLED	05,00,00,20	
4:	NOT INSTALLED	05,00,00,20	

Input Power Monitor:

Element	Status	Status Bytes	Status Descriptions
1:	OK	01,00,29,07	
2:	NOT INSTALLED	05,00,00,00	

Power Crest Factor:

Element	Status	Status Bytes	Status Descriptions
1:	OK	01,00,29,07	
2:	NOT INSTALLED	05,00,00,00	

- 即使在更换PSU后、SP传感器也无法报告读数：

Sensor Name	State	Current	Critical	Warning	Warning
Critical					
	Reading	Low	Low	High	High

```
SNMP Bad Fan Count          MULTI_FAILED
```

```

Chassis is Under Temp          NO
Chassis is Over Temp           NO
PSU2 Bad                       invalid  --
PSU1 Bad                       FALSE
PSU2                           invalid  --
PSU1                           GOOD
PSU2 ON                        ON
PSU1 ON                        ON
PSU1 INFO                      FRU_AVAIL
PSU1 INFO                      FRU_AVAIL
PSU1 FRU                       GOOD
PSU2 FRU                       MULTIFAULT
Partner Status                 A_SIDE_PRESENT
PSU1 Present                   PRESENT
PSU2 Present                   not_available  --
PSU2 5V                       not_available  -- mV  --  --  --  --
PSU2 12V                      not_available  -- mV  --  --  --  --
PSU2 5V Curr                   not_available  -- mA  --  --  --  --
PSU2 12V Curr                  not_available  -- mA  --  --  --  --
PSU2 Fan 1                    not_available  -- RPM  --  --  --  --
PSU2 Fan 2                    not_available  -- RPM  --  --  --  --
PSU2 Inlet Temp               not_available  -- C    0 C    5 C    57 C    62 C

PSU2 Hotspot Temp             not_available  -- C    0 C    5 C    90 C    100
C
PSU_FAN                       FAIL_2

```

- 由于未检测到一个PSU风扇、另一个PSU风扇开始更快地旋转、发出噪音。
- SP/BMC已在最新固件版本上。
- 重新启动SP/BMC不会停止警报。
- e0M端口不会受到高流量的影响、如知识库文章所述 [: Chassis fan fru failed : Multiple fans have failed Even after ime就是在升级SP/BMC之后](#)
- 尽管 逐个执行节点的接管/恢复、问题描述仍会继续存在。