



CXone Mpower EXPERT

在出现电池充电错误AutoSupport警报后节点关闭

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

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适用场景

AFF系列FAS系列

问题描述

- 集群中一个节点的EMS消息：

```
Sat Dec 19 16:22:32 +0100 [CLUSTERBA-CTRLA: env_mgr:  
nvmem.battery.wrongCharge:alert]: The NVMEM battery charger is charging the  
battery even though the battery is not requesting to be charged. To prevent  
data loss, the system will shut down in 24 hours.
```

```
Sat Dec 19 16:23:27 +0100 [CLUSTERBA-CTRLA: env_mgr:  
callhome.battery.warning:alert]: Call home for BATTERY (wrong charge) WARNING.  
... (repeated hourly)
```

```
Sun Dec 20 15:23:38 +0100 [CLUSTERBA-CTRLA: env_mgr:  
nvmem.battery.wrongCharge:alert]: The NVMEM battery charger is charging the
```

battery even though the battery is not requesting to be charged. To prevent data loss, the system will shut down in 60 minutes.

```
Sun Dec 20 15:24:18 +0100 [CLUSTERBA-CTRLA: env_mgr:
callhome.battery.warning:alert]: Call home for BATTERY (wrong charge) WARNING.
Sun Dec 20 16:22:30 +0100 [CLUSTERBA-CTRLA: env_mgr:
monitor.shutdown.emergency:EMERGENCY]: Emergency shutdown: Environmental Reason
Shutdown (Battery charging current failed)
```

- NVRAM 蓄电池的 [平台传感器](#) 输出：

```
Battery Charge Failed?      discrete fault normal TRUE
Battery Capacity Message    discrete failed failed
Bat Curr                    current normal -40 mA
Bat Charging State          discrete fault normal WRONG_CHARGE
```

- [服务处理器固件和内部交换机固件已更新为可用的最新版本。](#)
- 服务处理器系统日志输出：

```
Jan  7 14:17:14 (none) env_mgr[1035]: Payload EMS:
EMS_nvmem_battery_wrongCharge(in 24 hours)
Jan  7 14:17:46 (none) env_mgr[1035]: Payload EMS:
EMS_callhome_battery_warning(BATTERY (wrong charge))
Jan  7 15:17:20 (none) env_mgr[1035]: Payload EMS:
EMS_nvmem_battery_wrongCharge(in 23 hours)
Jan  7 15:17:47 (none) env_mgr[1035]: Payload EMS:
EMS_callhome_battery_warning(BATTERY (wrong charge))
...
```

- 服务处理器事件输出：

```
Record 992: Thu Jan  7 15:17:20 2021 [IPMI.notice]: b502 | 02 | EVT: 0301ffff |
Attn_Sensor1 | Assertion Event, "State Asserted"
Record 993: Thu Jan  7 15:17:27 2021 [IPMI.notice]: b602 | 02 | EVT: 0300ffff |
Attn_Sensor1 | Assertion Event, "State Deasserted"
```

- 如果计数器在24小时后结束、则节点将关闭