



CXone Mpower EXPERT

节点因SP HBT已停止警报而关闭

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

Updated: Wed, 22 Apr 2026 09:00:30 GMT

适用场景

- AF-A300
- FAS8200
- FAS8700
- FAS2720
- FAS2620
- ONTAP 9

问题描述

- 节点关闭、并在事件日志中显示以下错误：

```
[Node-02: spsm_listener: sp.heartbeat.stopped:error]: Have not received a IPMI heartbeat from the Service Processor (SP) in last 20 seconds.
```

```
[Node-02: spsm_listener: callhome.sp.hbt.missed:notice]: Call home for SP HBT
```

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MISSED

[Node-02: env_mgr: sp.ipmi.lost.shutdown:EMERGENCY]: SP heartbeat stopped and cannot be recovered. To prevent hardware damage and data loss, the system will shut down in 2 minutes.

[Node-02: spsm_listener: callhome.sp.hbt.stopped:alert]: Call home for **SP HBT STOPPED**

- 在节点宕机之前，SP-LATEST-IPMI可能会报多个传感器无法正常读取：

Sensor Name	State	Current	Critical	Warning	Warning	Warning
Critical		Reading	Low	Low	High	High
Partner Status	not_available	--				
PSU1 Present	not_available	--				
PSU1 5V	not_available	-- mV	--	--	--	--
PSU1 12V	not_available	-- mV	--	--	--	--
PSU1 5V Curr	not_available	-- mA	--	--	--	--
PSU1 12V Curr	not_available	-- mA	--	--	--	--
PSU1 Fan 1	not_available	-- RPM	--	--	--	--
PSU1 Fan 2	not_available	-- RPM	--	--	--	--
PSU1 Inlet Temp	not_available	-- C	0 C	5 C	57 C	62 C
PSU1 Hotspot Temp	not_available	-- C	0 C	5 C	90 C	100 C
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	not_available	--				
Module B Expander Temp	failed	-- C	0 C	5 C	80 C	90 C
Module A Expander Temp	failed	-- C	0 C	5 C	80 C	90 C
Midplane 4 Temp	failed	-- C	0 C	5 C	47 C	52 C
Midplane 3 Temp	failed	-- C	0 C	5 C	47 C	52 C
Midplane 2 Temp	failed	-- C	0 C	5 C	47 C	52 C
Midplane 1 Temp	failed	-- C	0 C	5 C	47 C	52 C

```
Ambient Temp      failed      -- C      0 C      5 C      47 C      50 C
Internal Shelf    not_available  --
```

- 即使在重新启动并重新拔插后、此节点仍无法启动。