



# CXone Mpower EXPERT

## 节点报告PC电源不足严重状态

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Node\\_reports\\_PC\\_INSUFFICIENT\\_P...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Node_reports_PC_INSUFFICIENT_P...)

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### 适用场景

- FAS2720
- ONTAP 9

### 问题描述

- 由于启动介质不可访问、节点B发生崩溃重新启动并过渡到Loader提示符。

```
PANIC: thread (swi4: clock (0)) on cpu 11 hung for 4001 milliseconds in process  
swi4: clock (0) on release 9.7P12 (C) on Fri Mar 7 11:05:17 JST 2025
```

- 在节点B上更换启动介质期间、节点A检测到磁盘架故障、节点B处于PC INSUFFICIENT POWER严重状态。

#### EMS日志：

```
<LR d="11Mar2025 12:31:16" n="node-01" . . . .
```

```
<ses_status_procCplxError_1
    prodChannel="DS212-12 (S/N SHXXXXXXXXXXXX19) shelf 0 on channel 0b"
    typeText="Processor Complex"
    electrNumber="2"
    errorMsg="PCM on partner not installed"
    errorText=""
    locationText="This module is on the unknown location"/>
</LR>
<LR d="11Mar2025 12:40:34" n="node-01" . . . .
<monitor_shelf_fault_1
    channel="0b"/>
</LR>
<LR d="11Mar2025 12:40:34" n="node-01" . . . .
<callhome_shlf_fault_1
    subject="SHELF_FAULT"/>
```

**存储故障：**

```
Enclosure Status: critical

Channel: 0b

Shelf: 0

Shelf Type: DS212-12

Product Serial Number: SHXXXXXXXXXXXX19

Module Type: IOM12E

:

Vendor Unique Element 88-IOM12E: (PCM)
```

Element	Status	Status Bytes	Status Descriptions
1:	OK	01,01,00,00	
2:	CRITICAL	02,01,00,01	PC INSUFFICIENT POWER

- 传感器2在处理器组合件连接元件上出现错误。

环境：

```
Environment for channel 0a
  Number of shelves monitored: 1   enabled: yes
  Environmental failure on shelves on this channel? yes

Channel: 0a
Shelf: 0
SES device path: local access: 0b.00.99
Module type: IOM12E; monitoring is active
Shelf status: critical condition
SES Configuration, shelf 0:

Processor Complex attached element list: 1, 2 with error: 2
SAS Expander Module installed element list: 1, 2; with error: none
SAS Expander master module: 1
```

- 两个节点均处于多路径SAS连接状态、节点B上处于严重状态的IOM12E 似乎运行正常。
- 更换节点B 不会解决问题描述问题。