



NSM100模块无法读取I2C EEPROM

https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/NSM100_modules_fail_to_read_I2C_E...

Updated: Wed, 22 Apr 2026 07:28:54 GMT

适用场景

- NS224 磁盘架
- NSM100磁盘架模块
- ONTAP 9

问题描述

- **持续** 报告HA组通知(磁盘架冷却单元发生故障)错误警报
- 无磁盘路径丢失或数据访问
- 在Sysconfig -a中偶尔会丢失两个NSM100模块：

```
==== Tue Jan 03 2023, 20:32:26 +0600 SYSCONFIG-A 2 lines Shelf 1: NS224NSM100 Firmware rev.  
NSM100 A:  
NSM100 B: 0163 Shelf 1: NS224NSM100 Firmware rev. NSM100 A:  
NSM100 B: 0163 ===== Tue Jan 03 2023, 20:47:44 +0600 SYSCONFIG-A 2 lines Shelf 1:  
NS224NSM100 Firmware rev. NSM100 A: 0163 NSM100 B:
```

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- 所有NSM100温度和风扇传感器均显示不可用：

```
Fans: Element Status Status Bytes Status Descriptions 1: NOT AVAILABLE 07,00,00,70 OFF, FAIL 2: NOT AVAILABLE 07,00,00,70 OFF, FAIL 3: NOT AVAILABLE 07,00,00,70 OFF, FAIL 4: NOT AVAILABLE 07,00,00,70 OFF, FAIL 5: NOT AVAILABLE 07,00,00,70 OFF, FAIL 6: NOT AVAILABLE 07,00,00,70 OFF, FAIL 7: NOT AVAILABLE 07,00,00,70 OFF, FAIL 8: NOT AVAILABLE 07,00,00,70 OFF, FAIL 9: NOT AVAILABLE 07,00,00,70 OFF, FAIL 10: NOT AVAILABLE 07,00,00,70 OFF, FAIL 11: NOT AVAILABLE 07,00,00,70 OFF, FAIL 12: NOT AVAILABLE 07,00,00,70 OFF, FAIL 13: NOT AVAILABLE 07,00,00,70 OFF, FAIL 14: NOT AVAILABLE 07,00,00,70 OFF, FAIL 15: NOT AVAILABLE 07,00,00,70 OFF, FAIL 16: NOT AVAILABLE 07,00,00,70 OFF, FAIL 17: NOT AVAILABLE 07,00,00,70 OFF, FAIL 18: NOT AVAILABLE 07,00,00,70 OFF, FAIL 19: NOT AVAILABLE 07,00,00,70 OFF, FAIL 20: NOT AVAILABLE 07,00,00,70 OFF, FAIL Temperature Sensors: Element Status Status Bytes Status Descriptions 1: NOT AVAILABLE 07,00,14,00 2: NOT AVAILABLE 07,00,14,00 3: NOT AVAILABLE 07,00,14,00 4: NOT AVAILABLE 07,00,14,00 5: NOT AVAILABLE 07,00,14,00 6: NOT AVAILABLE 07,00,14,00 7: NOT AVAILABLE 07,00,14,00 8: NOT AVAILABLE 07,00,14,00 9: NOT AVAILABLE 07,00,14,00 10: NOT AVAILABLE 07,00,14,00 11: NOT AVAILABLE 07,00,14,00 12: NOT AVAILABLE 07,00,14,00 13: NOT AVAILABLE 07,00,14,00 14: NOT AVAILABLE 07,00,14,00 15: NOT AVAILABLE 07,00,14,00 16: NOT AVAILABLE 07,00,14,00 17: NOT AVAILABLE 07,00,14,00
```

- NSM100模块日志报告VPD和EEPROM读取失败：

```
Mon Jan 9 05:44:04 2023 ( 12+20:47:08.976); 020002E8; I0; HAL; hal; 02; VPD_PCM_Read: start reading pcm[0] i2cAddr:0xa0 bitMsk:0x6 Mon Jan 9 05:44:09 2023 ( 12+20:47:14.086); 020000F5; I0; HAL; hal; 02; Failed to read I2C EEPROM. Status=7 Mon Jan 9 05:44:14 2023 ( 12+20:47:19.086); 020000F5; I0; HAL; hal; 02; Failed to read I2C EEPROM. Status=7 Mon Jan 9 05:44:19 2023 ( 12+20:47:24.086); 020000F5; I0; HAL; hal; 02; Failed to read I2C EEPROM. Status=7 Mon Jan 9 05:44:19 2023 ( 12+20:47:24.086); 0200010D; I0; HAL; hal; 02; PCM 1 VPD: Read failed (bus=1, addr=0xA0) Mon Jan 9 05:44:19 2023 ( 12+20:47:24.288); 020001B0; I0; HAL; hal; 02; PCM 1 VPD CRC: 0xFFE98F5C Mon Jan 9 05:44:19 2023 ( 12+20:47:24.288); 02000110; I0; HAL; hal; 02; PCM 1 VPD Structure: 0x01
```

- `storage fault -v` 显示了两个模块的中板VPD故障：

```
Element Status Status Bytes Status Descriptions 1 [NSM100 A] : NONCRITICAL 03,84,00,E0 MIDPLANE VPD FAULT, ADDITIONAL STATUS AVAILABLE, RESERVED, EXCEPTION DATA VALID, LOG DATA VALID 2 [NSM100 B] : NONCRITICAL 03,8C,00,E0 MIDPLANE VPD FAULT, MASTER, ADDITIONAL STATUS AVAILABLE, RESERVED, EXCEPTION DATA VALID, LOG DATA
```