



# CXone Mpower EXPERT

## 在新安装期间未检测到NVMe磁盘架

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/NVMe\\_shelf\\_not\\_being\\_detected\\_duri...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/NVMe_shelf_not_being_detected_duri...)

Updated: Fri, 24 Apr 2026 10:44:50 GMT

### 适用场景

- FAS
- AFF
- NS224磁盘架

### 问题描述

- 在新安装期间、两个节点都停留在启动环路中、而控制台日志将显示以下内容：

```
fm_run0: no local disks found & OFW channel is not up.
```

```
WARNING: 0 disks found!
```

```
Storage Adapters found:
```

```
0 Fibre Channel Storage Adapters found!
```

```
4 SAS Adapters found!
```

'NetApp provides no representations or warranties regarding the accuracy or reliability or serviceability of any information or recommendations provided in this publication or with respect to any results that may be obtained by the use of the information or observance of any recommendations provided herein. The information in this document is distributed AS IS and the use of this information or the implementation of any recommendations or techniques herein is a customers responsibility and depends on the customers ability to evaluate and integrate them into the customers operational environment. This document and the information

```
0 Parallel SCSI Storage Adapters found!  
0 ATA Adapters found!  
4 Unknown Storage Adapters found!
```

```
Feb 20 16:53:42 [localhost:cf.fm.noMBDisksOrIc:error]: Could not find the local  
mailbox disks. Could not determine the firmware state of the partner through  
the HA interconnect.
```

```
Select option 4 from the boot menu to choose disks for the root volume and  
spare core space.
```

```
Target Adapters found:
```

```
0 Fibre Channel Target Adapters found!  
0 iSCSI Target Adapters found!
```

```
WARNING: there do not appear to be any disks attached to the system.
```

```
No root volume found.
```

```
Rebooting... (press ctrl-c during boot to break reboot loop)
```

- 从节点到磁盘架的物理连接良好。
- 按照知识库 [中的How to physically populate a DS224C or NS224 disk shelf with a partial set of disks.](#)