



# CXone Mpower EXPERT

## ONTAP 启动和 SP 登录失败

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/ONTAP\\_boot\\_and\\_SP\\_login\\_fail](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/ONTAP_boot_and_SP_login_fail)

Updated: Wed, 22 Apr 2026 07:27:12 GMT

### 适用场景

- FAS
- AFF
- ONTAP 9

### 问题描述

- 集群节点在 `LOADER>` 提示符处关闭，不会启动 ONTAP。
- 尝试启动时，控制台将变为空白，并且不提供任何输出。
- 可以从串行控制台访问服务处理器提示符，但 SP 登录被拒绝，并显示凭据无效错误。
- 已在配对节点上确认这些凭据。
- 重新拔插主板无法解决问题描述问题

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