



# CXone Mpower EXPERT

## ONTAP 驱动器 X371\_S164A960ATE 失败，并显示 "故障 - 不支持" 状态

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/ONTAP\\_drive\\_X371\\_S164A960ATE\\_f...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/ONTAP_drive_X371_S164A960ATE_f...)

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### 适用场景

- 磁盘
  - X371\_S164A960ATE
  - X371\_S163A960ATE

### 问题描述

磁盘驱动器出现故障，Failed-Unsupported 并显示状态。示例：

```
11.23: NETAPP X371_S164A960ATE NA51 0.0GB 0B/sect (Failed-Unsupported)
```