



# CXone Mpower EXPERT

## 温度过高会导致磁盘架故障警报

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Overtemperature\\_leads\\_to\\_SHELF\\_F...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Overtemperature_leads_to_SHELF_F...)

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### 适用场景

- AFF / ASA / FAS
- DS2246
- ONTAP 9

### 问题描述

- EMS log 显示SHELF\_FAULT 错误：

```
[FAS-01: dsa_worker0: ses.status.temperatureWarning:alert]: DS2246 (S/N  
XXXXXXXXXXXX) shelf 5 on channel 0b temperature warning for Temperature sensor 6:  
non-critical status; overtemperature warning. Current temperature: 66 C (150 F).  
This module is on the rear of the shelf on the lower right power supply.
```

```
[FAS-01: statd: monitor.shelf.warning:error]: Fault reported on disk storage shelf  
attached to channel 0b. Check fans, power supplies, disks, and temperature sensors.
```

```
[FAS-01: statd: callhome.shlf.fault:error]: Call home for SHELF_FAULT
```

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- STORAGE-FAULT ASUP 日志：

```
Enclosure Status: non-critical
Channel: 0b
Shelf: 5
Shelf Type: DS2246
```

...

Temperature Sensors:

Element	Status	Status Bytes	Status Descriptions
1:	OK	01,00,36,00	
2:	OK	01,00,3A,00	
3:	OK	01,00,3D,00	
4:	OK	01,00,53,00	
5:	OK	01,00,3C,00	
6:	NONCRITICAL	03,00,56,04	OT WARNING
7:	OK	01,00,3E,00	
8:	OK	01,00,3F,00	

- ENVIRONMENT ASUP 日志：

安装了温度传感器的元件列表：1、2、3、4、5、6、7、8；错误：6

主机架温度：

```
[1] 34 C (93 F)(环境 )正常温度范围[2] 38
C (100 F)正常温度范围[3] 41 C (105
F) 正常温度范围[4] 63 C (145 F)正常温度范围-----温度传感器温度范围中的104-
(104
F- 104-)温度范围
中的温度传感器
-----> PSU2中的传感器
[7]41 C (105 F) 正常温度范围[8]42 C (107 F)正常温度范围
```

- DC环境中没有过温。
- 磁盘架固件已升级到最新版本。

