



电源故障警报—AutoSupport 消息

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

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适用场景

- Data ONTAP 7及更早版本
- ONTAP 8.
- ONTAP 9

事件摘要

以下消息表示以下情况之一：

- 电源已关闭或拔下。
- 向数据中心供电或向配电单元(PDU)供电或与配电单元(PDU)供电时出现故障或波动。
- 磁盘架电源出现故障。
- 电源线有故障
- 断路器已跳闸、稍后电源已恢复。

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系统日志消息指示存在上述哪一种情况。磁盘架中的电源(2)为冗余电源。

```
Shelf fault SHLFLT: System Notification from Filer1 (SHELF POWER INTERRUPTED)
WARNING
```

```
AutoSupport PWRFLT: System Notification from Filer1 (SHELF POWER INTERRUPTED) WARNING
```

```
[ses.status.psWarning:warning]: DS14-Mk2-AT shelf 1 on channel 2a power warning for
Power supply 2: non-critical status; DC undervoltage fault. This module is on the
rear side of the shelf, at the right.
```

```
[ses.status.psError:CRITICAL]: DS14-Mk2-AT shelf 1 on channel 2a power error for
Power supply 2: critical status; power supply failed. This module is on the rear
side of the shelf, at the right.
```

```
AutoSupport message: Shelf Power Interrupted
```

您可能还会看到以下AutoSupport消息：

```
SHELF_FAULT
SHELF COOLING UNIT FAILED
FAN FAIL
```

验证

验证哪个磁盘架报告错误。此错误消息指示磁盘架ID和通道、但在查找出现错误的组件时、此信息可能不有用。要使用问题描述检查组件、请运行 `environment status` 命令、此命令将显示每个磁盘架的完整状态。

```
NetApp-01::> system node run -node Netapp-01A -command environment status
```

```
Channel: 2a
```

```
Shelf: 1
SES device path: local access: 2a.18
Module type: AT-FCX; monitoring is active
Shelf status: critical condition
SES Configuration, via loop id 79 in shelf 5:
logical identifier=0x50050cc00219fae3
vendor identification=XYRATEX
product identification=DS14-Mk2-AT
product revision level=3737
Vendor-specific information:
Product Serial Number: OPSxxxxxxxxxxxxx
Optional Settings: 0x00
Status reads attempted: 1336282; failed: 0
Control writes attempted: 9756; failed: 0
```

```
Shelf bays with disk devices installed:
13, 12, 11, 10, 9, 8, 7, 6, 5, 4, 3, 2, 1, 0
with error: none
Power Supply installed element list: 1, 2; with error: 2
Power Supply information by element:
[1] Serial number: PMCxxxxxxxxxxxxx
Type: 5c
Firmware version: <N/A>
[2] Serial number: PMCxxxxxxxxxxxxx
Type: 5c
Firmware version: <N/A>
Cooling Unit installed element list: 1, 2; with error: none
Temperature Sensor installed element list: 1, 2, 3; with error: none
Shelf temperatures by element:
[1] 22 C (71 F) (ambient) Normal temperature range
[2] 42 C (107 F) Normal temperature range
[3] 38 C (100 F) Normal temperature range
Temperature thresholds by element:
[1] High critical: 50 C (122 F); high warning 40 C (104 F)
Low critical: 0C (32 F); low warning 10 C (50 F)
[2] High critical: 63 C (145 F); high warning 53 C (127 F)
Low critical: 0C (32 F); low warning 10 C (50 F)
[3] High critical: 63 C (145 F); high warning 53 C (127 F)
Low critical: 0C (32 F); low warning 10 C (50 F)
ES Electronics installed element list: 1, 2; with error: none
ES Electronics reporting element: 1
ES Electronics information by element:
[1] Serial number: IMSxxxxxxxxxxxxx
CPLD version: 24
[2] Serial number: IMSxxxxxxxxxxxxx
CPLD version: 24
```

解决方法

- 验证哪个磁盘架报告错误。此错误消息指示磁盘架ID和通道、但在查找出现错误的组件时、此信息可能不有用。要使用问题描述检查组件、请运行 `environment status` 命令、此命令将显示每个磁盘架的完整状态。
- 检查站点是否存在电源问题。
- 使用已知正常工作的电缆检查电源线。
- 检查两个风扇是否都在转动。如果一个风扇转速较慢、则会发出电源故障信号。

- 检查电源是否正常工作；红色指示灯应亮起。如果磁盘架电源发生故障、可能需要更换。如果您需要更换磁盘架电源、请联系 [NetApp技术支持](#) 或使用NetApp 支持站点 申请更换 [\[1\]](#)。