



CXone Mpower EXPERT

系统中报告PSFutruFanBadAlert

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

Updated: Wed, 22 Apr 2026 11:39:23 GMT

适用场景

- ONTAP 9
- AFF A700
- 服务处理器 (SP)

问题描述

- PSU报告为已降级、并且两个节点上均显示以下事件：

```
[Node-01: env_mgr: monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 1 is degraded: PSU1 Fan is Critical Low (0 RPM)
```

```
[Node-01: env_mgr: monitor.chassisPowerSupply.degraded:notice]: Chassis power supply 1 is degraded: PSU1 InPower is Warning High (968 W)
```

```
[Node-01: cphmd: hm.alert.raised:alert]: Alert Id = PSUFruFanBadAlert , Alerting Resource = XXXXXXXXXXXXXXX raised by monitor chassis
```

```
[Node-01: env_mgr: callhome.chassis.ps.degraded:error]: Call home for CHASSIS
POWER SUPPLY DEGRADED: PS 1
[Node-01: mgwd: callhome.hm.alert.major:alert]: Call home for Health Monitor
process cphm: PSUFruFanBadAlert[XXXXXXXXXXXXXXXXXX].
```

- system health alert show 命令的输出显示以下内容：

```
Cluster1::> system health alert show
```

```
Node: Node-01
Alert ID: PSUFruFanBadAlert
Resource: XXXXXXXXXXXXXXXXXXXX
Severity: Major
Indication Time: Tue Feb 28 20:16:33 2023
Suppress: false
Acknowledge: false
Probable Cause: Power Supply Unit PSU1 FRU has a major fan problem.
The nodes in this chassis are Node-01.
Possible Effect: The power supply unit (PSU) might stop functioning if
the temperature increases.
Corrective Actions: 1. Check PSU1 FRU and the fans associated with it.
2. Refer to the Hardware specification guide for more
information on the
position of the power supply unit (PSU)
and ways to check or replace it.
3. Contact support personnel if the alert persists.
```

- 受影响PSU的传感器会在 SP-LATEST-IPMI AutoSupport的部分中显示严重状态：

```
Sensor Reading:
```

PSU1_VIN	0.000	Volts	cr	na	90.000	94.000	
260.000	264.000	na					
PSU1_IIN	0.000	Amps	cr	na	0.000	0.000	
14.960	16.000	na					
PSU1_PIN	0.000	Watts	cr	na	4.000	4.000	
960.000	1020.000	na					
PSU1_FAN	0.000	RPM	cr	na	768.000	1248.000	
na	na	na					

- 上述警报中报告的PSU在 PLATFORM-SENSORS.XML AutoSupport日志的部分中标记为错误。
- 即使更换了受影响的PSU、也会显示警报。