



CXone Mpower EXPERT

ONTAP升级后、磁盘出现故障

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

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适用场景

- ONTAP 9
- 磁盘资格审批包 (DKP)
- 重复性磁盘故障

问题描述

- 集群上报告重复性磁盘故障事件

```
config_thread: callhome.fdisk.fault:error]: Call home for FILESYSTEM DISK FAILED  
Shelf 10, Bay 10, Model [X343_SSKBE1T8A10], S/N [W++++GS]  
config_thread: callhome.sdisk.fault:error]: Call home for SPARE DISK FAILED Shelf  
10, Bay 10, Model [X343_SSKBE1T8A10], S/N [W++++RG] <==== Same bay, after  
replacement  
config_thread: callhome.fdisk.fault:error]: Call home for FILESYSTEM DISK FAILED  
Shelf 19, Bay 19, Model [X343_SSKBE1T8A10], S/N [W++++AW]  
config_thread: callhome.fdisk.fault:error]: Call home for FILESYSTEM DISK FAILED
```

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Shelf 12, Bay 20, Model [X343_SSKBE1T8A10], S/N [W+++++QQ]
config_thread: callhome.fdisk.fault:error]: Call home for FILESYSTEM DISK FAILED
Shelf 13, Bay 4, Model [X343_SSKBE1T8A10], S/N [W+++++XK]
config_thread: callhome.sdisk.fault:error]: Call home for SPARE DISK FAILED Shelf
10, Bay 10, Model [X343_SSKBE1T8A10], S/N [W+++++QF] <===== Failed again
config_thread: callhome.fdisk.fault:error]: Call home for FILESYSTEM DISK FAILED
Shelf 11, Bay 11, Model [X343_SSKBE1T8A10], S/N [W+++++L4]
config_thread: callhome.sdisk.fault:error]: Call home for SPARE DISK FAILED Shelf
13, Bay 4, Model [X343_SSKBE1T8A10], S/N [W+++++MM] <===== Same bay, after
replacement
config_thread: callhome.fdisk.fault:error]: Call home for FILESYSTEM DISK FAILED
Shelf 17, Bay 8, Model [X343_SSKBE1T8A10], S/N [W+++++DC]
```

- 磁盘固件随ONTAP升级捆绑在一起进行了升级。
- 更换后、同一磁盘可能会在一两天内再次出现故障。
- 即使在更换后、某些磁盘仍可能报告出现故障。