



CXone Mpower EXPERT

RTC 电池故障

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

Updated: Wed, 22 Apr 2026 10:25:41 GMT

适用于

- FAS/AFF 平台
- 实时时钟 (RTC) 纽扣电池

问题描述

- 节点和机箱故障指示灯亮起，出现以下错误：

```
hsamcmd --fault-show-all
```

```
=====
```

tag	origin	fld	fault reason	count	time
-----	----		-----	-----	
1	bmc	/chassis-1/controller-a	P3V3_BATT: Voltage Sensor 26 LNC		
	1	Wed Jun 25 10:58:10 2025			

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```
2 bmc /chassis-1/controller-a P3V3_BATT: Voltage Sensor 26 LCR
1 Wed Jun 25 10:58:22 2025
```

- 或者，节点和机箱故障 LED 点亮，但没有明确的故障指示
- 以下 EMS 消息，并将针对电池报告非关键故障：

```
Tue Sep 4 15:05:29 CEST [NODE1:monitor.chassisPower.degraded:warning]: Chassis
power is degraded: RTC Battery is in WARN LOW state current voltage is 2774 mV,
normal low is 2800 mV
```

- SP-LATEST-IPMI log shows P3.3V Batt 为以下条件。

```
P3.3V Batt warnlow 2660 mV 2537 mV 2695 mV 3307 mV 3447 mV
```

或

```
P3.3V Batt critlow 945 mV 2100 mV 2205 mV 3395 mV 3500 mV
```

- SP-LATEST-SYSLOG 日志显示rtcWarnLowPower

```
BMC env_mgr[1534]: Payload EMS: EMS_monitor_rtcWarnLowPower(2660 mV)
```

- BMC events all显示P3.3V Batt is critical low。

```
BMC env_mgr[1461]: P3.3V Batt is critical low
```

- 从 BMC/SP 显示 P3V_BAT 是以下条件：

Sensor Name	Current	Unit	Status	LCR	LCN	UNC
P3V_BATT	2.840	Volts	nc	2.720	2.880	3.300
	3.460					

Or

P3V3_BATT	0.963	Volts	cr	2.100	2.205	3.395
	3.500					