



SAS适配器初始化失败—AutoSupport 消息

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

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适用场景

- ONTAP 9
- callhome.sas.init.failed

事件摘要

如果SAS适配器无法初始化链路、则会出现此消息。

验证

主叫事件

HA Group Notification from Node Name (SAS ADAPTER INITIALIZATION FAILED, Port:)
ERROR

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事件日志

```
event log show -severity * -message-name callhome*
```

```
[Node Name: pmcsas_asyncd_0: callhome.sas.init.failed:error]: Callhome for SAS ADAPTER INITIALIZATION FAILED, Port 1a
```

命令行

```
storage port show
```

```
cluster1::> storage port show Node Port Type (Gb/s) State Status ID Dedicated -----  
----- NodeA-01 1a SAS 0 enabled offline true
```

```
system node run -node <node name> -command sysconfig
```

```
slot 1: SAS Host Adapter 1a (PMC-Sierra PM8072 rev. C, SAS, <OFFLINE (hard)>) MFG Part Number: NetApp,  
Inc. 110-00401 rev. B0 Part number: 111-02026+B0 Serial number: 031730000203 Date Code: 20170724  
Firmware rev: 03.07.04.00 Base WWN: 5:00a098:00ff00:e0 Phy State: [12] Disabled [13] Disabled [14] Disabled  
[15] Disabled
```

解决方法

1. 确认SAS适配器已启用

```
storage port show
```

2. 尝试使适配器联机

```
storage port enable -node <node_name> -port <SAS_port>
```

3. 如果问题描述 仍然存在、请联系[NetApp技术支持](#)并参考此文章以获得进一步帮助。解决方案 可能需要更换部件。

追加信息

[EMS日志中报告了SAS适配器初始化失败警报](#)