



# CXone Mpower EXPERT

## A800上的SES固件不匹配

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/SES\\_Firmware\\_Mismatch\\_on\\_A800](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/SES_Firmware_Mismatch_on_A800)

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### 适用场景

FS4483PSM3C在AFF A800中嵌入磁盘架

### 问题描述

- 节点无法确定配对节点上运行的PSM3C内部磁盘架固件的版本、反之亦然。示例：

```
1/3/2023 10:19:30 node2 ERROR ses.mismatch.fw.version: The disk shelf modules on disk shelf 0s.0 are running two different firmware versions. Disk shelf module A is running 0140, and disk shelf module B is running .
```

```
1/3/2023 10:18:52 node1 ERROR ses.mismatch.fw.version: The disk shelf modules on disk shelf 0s.0 are running two different firmware versions. Disk shelf module A is running , and disk shelf module B is running 0140.
```

- 就在这些消息之前、两个节点都会报告SES电子设备问题。示例：

```
[node_name-01: dsa_worker2: ses.status.electronicsWarn:error]: FS4483PSM3E (S/N
```

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SHFHU0123456789) shelf 0 on channel 0s environmental monitoring warning for SES electronics 2: communication error. ; enclosure services hardware failed This element is on the rear of the shelf at the bottom, on shelf module (B).

[node\_name-01: dsa\_worker2: ses.status.ModuleError:alert]: FS4483PSM3E (S/N SHFHU0123456789) shelf 0 on channel 0s PCI switch error for PCI Switch 2: status not available; status not available. This element is on the rear of the shelf at the bottom, on shelf module (B).

[node\_name-01: dsa\_worker1: ses.status.ModuleError:alert]: FS4483PSM3E (S/N SHFHU0123456789) shelf 0 on channel 0s PCI switch error for PCI Switch 2: status not available; status not available. This element is on the rear of the shelf at the bottom, on shelf module (B).

[node\_name-01: dsa\_disc: ses.mismatch.fw.version:error]: The disk shelf modules on disk shelf 0s.0 are running two different firmware versions. Disk shelf module A is running 0120, and disk shelf module B is running .

[node\_name-02: dsa\_worker3: ses.status.electronicsWarn:error]: FS4483PSM3E (S/N SHFHU0123456789) shelf 0 on channel 0s environmental monitoring warning for SES electronics 1: communication error. ; enclosure services hardware failed This element is on the rear of the shelf at the top, on shelf module (A).

[node\_name-02: dsa\_worker3: ses.status.ModuleError:alert]: FS4483PSM3E (S/N SHFHU0123456789) shelf 0 on channel 0s PCI switch error for PCI Switch 1: status not available; status not available. This element is on the rear of the shelf at the top, on shelf module (A).

[node\_name-02: dsa\_worker0: ses.status.ModuleError:alert]: FS4483PSM3E (S/N SHFHU0123456789) shelf 0 on channel 0s PCI switch error for PCI Switch 1: status not available; status not available. This element is on the rear of the shelf at the top, on shelf module (A).

[node\_name-02: dsa\_disc: ses.mismatch.fw.version:error]: The disk shelf modules on disk shelf 0s.0 are running two different firmware versions. Disk shelf module A is running , and disk shelf module B is running 0120.

- 在插槽A节点中、我们缺少PSM3C B (插槽B节点)固件版本、sysconfig -a 反之亦然：

节点A：

Shelf 0: FS4483PSM3E Firmware rev. PSM3E A: PSM3E B: 0140

节点B：

Shelf 0: FS4483PSM3E Firmware rev. PSM3E A: 0140 PSM3E B: