



运行状况监控器报告的ShelfPSUFailure_Alert

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

Updated: Wed, 22 Apr 2026 07:30:36 GMT

适用场景

- FAS/AFA系统
- 磁盘架
- 电源设备(PSU)
- 运行状况监控进程schm : ShelfPSUFailure_Alert

问题描述

- 有时会因电源问题呼叫家庭
- 事件日志中会报告以下警报：

```
[Node-02: schmd: hm.alert.raised:alert]: Alert Id = ShelfPSUFailure_Alert ,  
Alerting Resource = 16350XXXXXXXXX448 raised by monitor system-connect  
[Node-02: statd: monitor.shelf.fault:alert]: Critical fault reported on disk
```

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storage shelf attached to channel 0b. Check fans, power supplies, disks, and temperature sensors.

或

```
[Node-02: statd: monitor.shelf.fault:alert]: Critical fault reported on disk storage shelf attached to channel 0a. Check fans, power supplies, disks, and temperature sensors.
```

```
[Node-02: statd: callhome.shlf.fault:error]: Call home for SHELF_FAULT
```

```
[Node-02: dsa_worker4: ses.status.psError:alert]: DS212-12 (S/N SHFNCXXXXXXXXXX) shelf 0 on channel 0b power error for Power supply 2: critical status; AC Fail. This module is on the rear of the shelf at the bottom right.
```

```
[Node-02: dsa_worker4: callhome.shlf.power.intr:error]: Call home for SHELF POWER INTERRUPTED
```

- 输出 `storage show fault` 显示：

```
Enclosure Status: unrecoverable
```

```
Channel: 0b
```

```
Shelf: 11
```

```
Shelf Type: DS224-12
```

```
Product Serial Number: SHFFGXXXXXXXXXX
```

```
Module Type: IOM12
```

```
Power Supplies:
```

```
Element Status      Status Bytes  Status Descriptions
```

```
1: CRITICAL        02,00,00,F3  DC FAIL, AC FAIL, OFF, RQSTED ON, FAIL
```

```
2: OK              01,00,00,20  RQSTED ON
```

- 磁盘架日志中包含PSU的问题描述：

```
Tue Mar 5 02:05:34 2024 ( 730+01:52:26.196); 030B004F; M0; ENC_MGT; power_manager; 02; HAL indicates PSU FAILURE fault on PCM 1 Tue Mar 5 02:05:34 2024 ( 730+01:52:26.196); 030B0050; M0; ENC_MGT; power_manager; 02; HAL indicates PSU TURNED OFF fault on PCM 1 Tue Mar 5 02:05:34 2024 ( 730+01:52:26.196); 030B0053; M0; ENC_MGT; power_manager; 02; HAL indicates PSU AC FAILURE fault on PCM 1 Tue Mar 5 02:05:34 2024 ( 730+01:52:26.227); 030B006F; M0; ENC_MGT; power_manager; 02; PCM 1 PCM FAILURE Fault Detected Tue Mar 5 02:05:34 2024 ( 730+01:52:26.227); 030B0070; M0; ENC_MGT; power_manager; 02; Re-asserting FAIL NON REDUNDANT alarm for PCM 1 Tue Mar 5 02:05:34 2024 ( 730+01:52:26.227); 030B006F; M0; ENC_MGT; power_manager; 02; PCM 1 TURNED OFF Fault Detected Tue Mar 5 02:05:34 2024 ( 730+01:52:26.227); 030B0072; M0; ENC_MGT; power_manager; 02; Setting AC MISSING NON REDUNDANT alarm for PCM 1 Tue Mar 5 02:05:34 2024 ( 730+01:52:26.227); 030B006F; M0; ENC_MGT; power_manager; 02; PCM 1 AC FAILURE Fault Detected Tue Mar 5 02:05:34 2024 ( 730+01:52:26.227); 030B0070; M0; ENC_MGT; power_manager; 02; Re-asserting AC MISSING NON REDUNDANT alarm for PCM 1 Tue Mar 5 02:05:34 2024 ( 730+01:52:26.227); 030B005D; M0; ENC_MGT; power_manager; 04; PCM 1 faults indicate loss of local fan power Tue
```

Mar 5 02:05:39 2024 (730+01:52:31.233); 030B0060; M0; ENC_MGT; power_manager; 04; PCM 1 local fan power restored Tue Mar 5 02:05:39 2024 (730+01:52:31.233); 030B0084; M0; ENC_MGT; power_manager; 02; Clearing PSU AC Missing (non-redundant) alarm

- 即使重新拔插PSU、问题描述仍然存在。