



NiCE

磁盘架散热单元出现故障

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

Updated: Wed, 10 Jun 2026 20:52:29 GMT

适用场景

- AFF 系统
- FAS 系统
- 存储架

问题描述

风扇 报告严重的示例

- DS460C

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Wed Mar 09 11:43:31 -0500 [NODE03: dsa_worker4: ses.status.fanError:EMERGENCY]:  
DS460-12 (S/N SHJGXXXXXXXX) shelf 1 on channel 0a cooling fan error for Cooling  
element 3: critical status; fan is off. This module is on the rear of the shelf  
to the left.
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Wed Mar 09 11:43:31 -0500 [NODE03: dsa_worker4: callhome.shlf.fan:EMERGENCY]:  
Call home for SHELF COOLING UNIT FAILED
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Wed Mar 09 11:43:40 -0500 [NODE04: statd: monitor.shelf.fault:alert]: Critical fault reported on disk storage shelf attached to channel 0a. Check fans, power supplies, disks, and temperature sensors.
Wed Mar 09 11:43:40 -0500 [NODE04: statd: callhome.shlf.fault:error]: Call home for SHELF_FAULT

NS224 : 巴西

Mon Mar 14 09:13:52 +0900 [Node01: dsa_worker1: ses.status.fanError:EMERGENCY]: NS224NSM100 (S/N SHFNxxxxxx) shelf 0 on channel 0x cooling fan error for Cooling element 15: critical status; fan is off. This element is on the unknown location.

Mon Mar 14 09:13:52 +0900 [Node01: dsa_worker1: callhome.shlf.fan:EMERGENCY]: Call home for SHELF COOLING UNIT FAILED

- DS2246

Wed Mar 13 14:57:10 +0530 [rpsdlxx1: dsa_worker4: ses.status.temperatureInfo:info]: DS2246 (S/N SHFFG1451000046) shelf 12 on channel 0a temperature information for Temperature sensor 4: normal status.

Wed Mar 13 15:00:00 +0530 [rpsdlxx1: statd: monitor.shelf.fault:alert]: **Critical fault reported** on disk storage shelf attached to channel 0a. Check fans, power supplies, disks, and temperature sensors.

- STORAGE-FAULT 显示风扇状态 CRITICAL :

Fans:

Element	Status	Status Bytes	Status Descriptions
1:	OK	01,05,16,A7	
2:	OK	01,04,50,A5	
3:	CRITICAL	02,01,BC,A1	
4:	OK	01,04,68,A5	
5:	OK	01,05,0D,A6	
6:	OK	01,04,47,A5	
7:	OK	01,04,74,A5	
8:	OK	01,04,5C,A5	

- ENVIRONMENT 显示RPM异常 :

Cooling Unit installed element list: 1, 2, 3, 4, 5, 6, 7, 8; with error: 3
Cooling Units by element:
[1] 12840 RPM
[2] 11160 RPM

[3] 0 RPM

[4] 11130 RPM

[5] 12990 RPM

[6] 10950 RPM

[7] 11340 RPM

[8] 11160 RPM

- 重新安装风扇不能解决这种情况