



CXone Mpower EXPERT

报告磁盘架ID增量错误

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

Updated: Wed, 22 Apr 2026 08:48:43 GMT

适用场景

- ONTAP 9
- FAS/AFA系统

问题描述

- 事件日志中会显示以下磁盘架故障错误：

```
[Node-01: dsa_worker2: ses.status.ModuleError:alert]: DS212-12 (S/N SHJSG123456789) shelf 0 on channel 0b SAS expander error for SAS shelf electronics 1: critical status; Shelf ID changed. This module is on the rear of the shelf at the top left, on shelf module A.
```

```
[Node-01: dsa_worker2: ses.shelf.changedId:error]: Disk shelf module 2 on disk shelf 0b.0 indicates that the disk shelf ID has been changed since the disk shelf module was powered on. This module is on the rear of the shelf at the top
```

right, on shelf module B.

```
[Node-01: 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-01: statd: callhome.shlf.fault:error]: Call home for SHELF_FAULT
```

- 根据AutoSupport日志、磁盘架ID设置正确：

```
::> system node run -node <node> -command sysconfig -a
```

```
Shelf 0: DS212-12 Firmware rev. IOM12E A: 0250 IOM12E B: 0250
```

```
Shelf 1: DS460-12 Firmware rev. IOM12B A: 0141 IOM12B B: 0141
```

- 磁盘架的两个模块均显示磁盘架ID增量错误：

```
::> system node run -node <node> storage show fault
```

```
Enclosure Status: non-critical
```

```
Channel: 0a
```

```
Shelf: 0
```

```
Shelf Type: DS212-12
```

```
Product Serial Number: SHJSG123456789
```

```
Module Type: IOM12E
```

```
Vendor Unique Element 83-IOM12E: (SAS)
```

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

```
  1 [IOM12E A]      : NONCRITICAL    03,09,00,20  SHELF ID DELTA, MASTER,  
RESERVED
```

```
  2 [IOM12E B]      : NONCRITICAL    03,01,00,20  SHELF ID DELTA, RESERVED
```