



CXone Mpower EXPERT

从Sysconfig -a输出中报告磁盘架未知

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

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适用场景

- FAS系统
- ONTAP 9
- DS2246磁盘架

问题描述

- 磁盘架状态通过HA对中两个节点上的一个适配器报告为未知：

```
::> system node run -node * sysconfig -a
```

```
Node-01
```

```
slot 0: SAS Host Adapter 0d (PMC-Sierra PM8001 rev. C, SAS, <UP>)  
Firmware rev: 01.12.09.00
```

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```
Shelf 27: DS2246 Firmware rev. IOM6 A: 0191 IOM6 B: 0191
Shelf 28: DS2246 Firmware rev. IOM6 A: 0191 IOM6 B: 0191
Shelf ?: unknown NUTAPP:DS224IOM6
```

Node-02

```
slot 4: SAS Host Adapter 4c (PMC-Sierra PM8001 rev. C, SAS, <UP>)
MFG Part Number: USI 6086-000010-07 rev. MP V4.10

Shelf 27: DS2246 Firmware rev. IOM6 A: 0191 IOM6 B: 0191
Shelf 28: DS2246 Firmware rev. IOM6 A: 0191 IOM6 B: 0191
Shelf ?: unknown NUTAPP:DS224IOM6
```

- 正常情况下、另一个适配器会报告同一磁盘架：

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

slot 4: SAS Host Adapter 4a (PMC-Sierra PM8001 rev. C, SAS, <UP>)
MFG Part Number: USI 6086-000010-07 rev. MP V4.10

Shelf 27: DS2246 Firmware rev. IOM6 A: 0191 IOM6 B: 0191
Shelf 28: DS2246 Firmware rev. IOM6 A: 0191 IOM6 B: 0191
Shelf 29: DS2246 Firmware rev. IOM6 A: 0191 IOM6 B: 0191
```

- 两个节点均通过适配器连接到一个通用IOM、该适配器会将磁盘架报告为未知：

```
::> system node run -node * -command sasadmin expander_map
```

Node-01

Expanders on **channel 0d**:

```
Level 8: WWN 500a0XXXXXXXX5ff, ID 27, Serial Number ' SHFMSXXXXXXXX27',
Product 'DS224IOM6 ', Rev '0191', Slot B
Level 9: WWN 500a0XXXXXXXX2ff, ID 28, Serial Number ' SHFMSXXXXXXXX28',
Product 'DS224IOM6 ', Rev '0191', Slot B
Level 10: WWN 500a0XXXXXXXX03f, ID 29, Serial Number ' SHFMSXXXXXXXX29',
Product 'DS224IOM6 ', Rev '0191', Slot B
```

Node-02

Expanders on **channel 4c**:

```
Level 1: WWN 500a0XXXXXXXX03f, ID 29, Serial Number ' SHFMSXXXXXXXX29',
Product 'DS224IOM6 ', Rev '0191', Slot B
Level 2: WWN 500a0XXXXXXXX2ff, ID 28, Serial Number ' SHFMSXXXXXXXX28',
```

```
Product 'DS224IOM6      ', Rev '0191', Slot B
Level   3: WWN 500a0XXXXXXXX5ff, ID 27, Serial Number ' SHFMSXXXXXXXX27',
Product 'DS224IOM6      ', Rev '0191', Slot B
```

- 正常情况下会从两个适配器检测到磁盘。
- 事件日志中可能会报告以下事件：

```
[Node-01: dsa_disc: ses.shelf.unsupportAllowErr:alert]: Unsupported disk shelf
found on channel 0d.
```

- 重新拔插受影响的IOM不能解决问题描述问题。