



CXone Mpower EXPERT

spmgmt.driver.timeout : 错误

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

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适用场景

- FAS2520
- FAS2750
- SP 2.11 之前的版本
- BMC 11.7之前的版本

问题描述

- `spmgmt.driver.timeout:error` 显示在 EMS 日志中：

```
Mon Oct 18 05:46:34 JST [hostname01-01: sp_config_1:  
spmgmt.driver.timeout:error]: The software driver for the Service Processor  
(SP) detected a problem: Unable to update SP network information at this time.
```

- NETWORK-INTERFACE 显示所有数据 LIF 和管理 LIF 以及 SP 位于同一 IP 段中：

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```
Logical Interface Name    data01_lif    cluster-mgmt_lif    data-01_ic1_lif
hostname_mgmt_lif
Network Address
    10.xx.xx.104  10.xx.xx.102    10.xx.xx.103    10.xx.xx.101
```

- 运行低版本 SP 固件 / 内部交换机的系统：

```
=====
version 2.4.1
MAC xx:xx:xx:xx:xx:xx
dhcp 0
ip 10.xx.xx.174
netmask 255.255.255.0
gateway 10.xx.xx.254
fw_rev_cntlr_switch Version4-SB_XX-Switch0
fw_rev_sequencer 1.12
fw_rev_ebod 1.5
fw_rev_acp 12.8
fw_rev_nvmem 10.5
=====
```