



SP HBT已停止—AutoSupport 消息

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

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适用场景

- ONTAP 9
- AFF / FAS
- CallHome.sp.hbt.STOPPED : 警报
- SP HBT已停止、请拨打住宅电话

事件摘要

如果ONTAP未收到服务处理器(SP)检测信号通知、则会生成此事件。服务处理器和ONTAP交换检测信号消息、以便检测其中一个是否不可用。如果ONTAP未从服务处理器收到预期的检测信号消息、则会生成此事件。

在此 问题描述 ONTAP的最后恢复阶段、将重新启动节点、从而从配对系统执行HA接管。

验证

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事件日志

```
event log show -severity * -message-name *sp.hbt*
```

```
[node-01: spmgrd: callhome.sp.hbt.missed:notice]: Call home for SP HBT MISSED  
[node-01: spmgrd: callhome.sp.hbt.stopped:alert]: Call home for SP HBT STOPPED
```

```
event log show -severity * -message-name *shutdown*
```

```
[node-01: env_mgr: monitor.shutdown.emergency:EMERGENCY]: Emergency shutdown:  
Environmental Reason Shutdown (System reboot to recover the BMC)
```

解决方法

1. 检查 [SP/BMC固件并将其升级](#) 到最新版本
2. 如果已发生接管、请参见 "[集群接管完成](#)" 以了解恢复步骤
3. [SP HBT 已停止 - 解决方案指南](#) 有关特定于平台的解决方案、请参见SP HBT已停止解决方案指南

追加信息

在此处添加文本。