



CXone Mpower EXPERT

在 e0M 启动且正常运行的情况下，SP 无法访问

https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/SP_inaccessible_with_e0M_up_and_f...

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适用场景

- FAS 8020

问题描述

- 在 HA 对的一个节点上无法访问服务处理器 IP 地址，已验证网络连接，但 SP IP 不会对 ping 做出响应。
- 在 e0M 端口上托管的受影响节点上的集群管理和节点管理 LIF 运行正常，因为它们是可载入和可访问的。
- 虽然可以看到 e0M 端口的 MAC 地址，但连接的交换机端口上看不到服务处理器的 MAC 地址。
- 服务处理器已重新启动，并尝试升级固件，但失败：

```
::> system service-processor reboot-sp -node <node name>
```

- 服务处理器升级失败（SP-MGMT-MLOG-TXT.GZ 在 AutoSupport 中）：

```
Jan 13 22:44:34 +0000 [node01: servprocd: sp.servprocd.upd.unexpt.evts:debug]:  
params: {'reason': 'Unable to transfer SP firmware image using network interface'}  
[?] Thu Jan 13 22:44:34 +0000 [node01: servprocd: sp.servprocd.upd.error:error]: SP
```

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```
update error: SP firmware update failure has been detected.
[?] Thu Jan 13 22:45:00 +0000 [node01: nphmd: hm.alert.raised:alert]: Alert Id =
SPAutoUpgradeFailedMajorAlert , Alerting Resource = SP Upgrade raised by monitor
controller
[?] Thu Jan 13 22:46:22 +0000 [node01: servprocd: sp.servprocd.upd.evts:debug]:
params: {'reason': 'SP Firmware network update from 3.10 to 3.11 has been
triggered.'}
[?] Thu Jan 13 22:46:34 +0000 [node01: notifyd:
callhome.ondemand.invoke.all:notice]: params: {'aod_req_id':
'61e0a0969f3f553997c0cd32', 'sequence': '472', 'URI': '', 'subject': 'ON DEMAND
(ALL:AODS TRIGGERED)'}

```