



SwitchFanNotOperational_Alert—AutoSupport 消息

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

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适用场景

- ONTAP 9
- 运行状况监控进程cshM : SwitchFanNotOperational_Alert、请致电主目录

事件摘要

如果未检测到风扇电源且风扇状态显示为非正常运行、则会发送SwitchFanNotOperational_Alert。

验证

自动通报事件

```
HA Group Notification from Node Name (Health Monitor process  
cshM: SwitchFanNotOperational_Alert[Switch Name(Switch Serial Number)/Fan Module-3])  
ALERT
```

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EMS 日志

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

```
[Node Name: mgwd: callhome.hm.alert.major:alert]: Call home for Health Monitor process cshm: SwitchFanNotOperational_Alert[Switch Name(Switch Serial Number)/Fan Module-3].
```

命令行

```
system health alert show -node <node name> -monitor cluster-switch -alert-id SwitchFanNotOperational_Alert
```

```
Node: Node01
Monitor: cluster-switch
Class of Alert: SwitchFanNotOperational_Alert
Severity of Alert: Major
Probable Cause: Out_of_service
Probable Cause Description: "Fan Module-3" on switch "Switch Name(Switch Name)" is not functioning properly.
Possible Effect: Cooling of switch "Switch Name(Serial Number)" might be degraded.
Corrective Actions: 1) Use the switch CLI to verify that the fan is functioning at the expected speed.
                   2) Replace the fan, if it is not operational.
```

交换机日志输出：

```
switch_name# show environment fan detail
```

```
Fan:
```

```
-----
Fan          Model          Hw          Direction    Status
-----
Fan1(sys_fan1)  NXA-FAN-30CFM-F  --          back-to-front  Failure
Fan2(sys_fan2)  NXA-FAN-30CFM-F  --          back-to-front  Ok
...
```

```
Fan:
```

```
-----
Fan Name      Fan Num    Fan Direction    Speed(%)    Speed(RPM)
-----
Fan1(sys_fan1)  fan1      back-to-front    0           0
Fan1(sys_fan1)  fan2      back-to-front    100         11563
```

解决方法

1. 验证维护是否在AutoSupport自动通报时间戳期间进行或已计划维护。
2. 验证数据中心内是否有电源问题描述。
3. 验证风扇是否安装正确。
 - 如果可能、重新拔插受影响的风扇。

如果确认有故障、请更换风扇：

- 对于Broadcom交换机、请联系 [Broadcom](#) 以获得帮助
- 对于Cisco交换机、请联系 [Cisco](#) 以获得帮助
- 对于NVIDIA交换机、请联系 [NVIDIA](#) 以获得帮助
- 对于CN1610交换机、请联系 [NetApp技术支持](#) 以获得帮助

追加信息

- [如何与Cisco支持部门一起创建案例](#)
- [如何检查Cisco的设备覆盖范围？](#)
- [如何使用Broadcom创建支持案例\(BES-53248\)](#)
- [如何验证Brocade交换机上的电源状态](#)