



SwitchPowerFail_Alert - 集群交换机AutoSupport消息

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

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适用场景

- ONTAP 9
- 集群网络交换机
- NetApp 集群交换机
- 为运行状况监控进程cshmcshmc主目录：SwitchPowerFail_Alert

事件摘要

当集群交换机运行状态显示为失败、缺失或未运行时、将发送SwitchPowerFail_Alert

验证

AutoSupport 消息

HA Group Notification (Health Monitor process cshmcshmc: SwitchPowerFail_Alert[Switich

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Name/PowerSupply-1]) ALERT

EMS 日志

- `event log show -serity *-message-name callHome*`

```
[Node Name: mgwd: callhome.hm.alert.major:alert]: Call home for Health Monitor process cshm SwitchPowerFail_Alert[Switch Name/PowerSupply-1].
```

- `event log show -serity *-message-name hm.alge.rayed*`

```
[netapp-01: cshmd: hm.alert.raised:alert]: Alert Id = SwitchPowerFail_Alert , Alerting Resource = switch name/PowerSupply raised by monitor cluster-switch
```

命令行

- `system运行状况警报 show -node <node name> -monitor cluster-switch -alter-id SwitchPowerFail_Alert`

```
Node: Reporting Node Name
Monitor: cluster-switch
Class of Alert: SwitchPowerFail_Alert
Severity of Alert: Major
Probable Cause: Power_supply_failure
Probable Cause Description: "$(cluster_switch_power.psu-name)" on switch
"$ (cluster_switch_power.device)" is missing or is not operational.
Possible Effect: Power supply redundancy on switch
"$ (cluster_switch_power.device)" might be lost.
Corrective Actions: 1) Ensure that the power supply units supplying power to
the switch are turned on.
2) Ensure that the power cord is securely connected to the power
supply of the switch.
```

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. 验证电源是否正在接收 配电单元(PDU)的电源
4. 验证电源是否安装正确且未松动。
5. 如果可能、请重新拔插受影响的电源。

如果确认电源有缺陷、请更换电源：

- 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](#)