



# CXone Mpower EXPERT

## 系统反复重新启动、并显示邮箱磁盘错误

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/System\\_repeatedly\\_reboots\\_with\\_mail...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/System_repeatedly_reboots_with_mail...)

Updated: Wed, 22 Apr 2026 07:32:35 GMT

### 适用场景

- AFF-A400
- ONTAP 9.9.1.1 P2

### 问题描述

- 系统在 `Waiting for givebackReservation conflict` 重新启动后启动、但出现错误。

#### **Reservation conflict found on this node's disks!**

```
Local System ID: 123456789
```

```
Press Ctrl-C for Maintenance menu to release disks.
```

```
[node2:cf.fmns.skipped.disk:notice]: While releasing the reservations in  
"Waiting For Giveback" state Failover Monitor Node State(fmns) module skipped  
the disk 0a.00.8 that is owned by 123456789 and reserved by 987654321.
```

```
[node2:cf.disk.ResvFail:ALERT]: Disk 0d.00.9P3 has been reserved by the High Availability (HA) partner as part of a takeover operation.
```

```
[node2:cf.disk.ResvTakeOver:notice]: This node will wait for giveback and the disk reservations to be released.
```

```
Disk reservations have been released
```

```
Waiting for giveback...(Press Ctrl-C to abort wait)
```

```
Waiting for giveback...(Press Ctrl-C to abort wait)
```

```
Waiting for giveback...(Press Ctrl-C to abort wait)
```

- 从 Waiting for giveback 状态重新启动节点后、系统不会启动、并反复重新启动、但 All Local mailbox disks are inaccessible 出现错误。

```
Rebooting ...
```

```
Uptime: 6m48s
```

```
BIOS Version: 16.4
```

```
PEI start.
```

```
CPU PEI initialization.
```

```
Wait BMC self-test result.
```

```
BMC self-test: OK.
```

```
UPI initialization.
```

```
CPU initialization.
```

```
Running quick memory initialization.
```

```
SPI FLASH: Primary BIOS
```

```
PEI end.
```

```
DXE start.
```

```
USB initialization.
```

```
PCI host bridge initialization.
```

```
CSM initialization.
```

```
PCI Bus initialization start.
```

```
BDS start.
```

```
Console output devices connect.
```

```
Ready to boot.
```

```
Boot Loader version 6.4.9
```

```
Copyright (C) 2000-2003 Broadcom Corporation.
```

```
Portions Copyright (C) 2002-2021 NetApp, Inc. All Rights Reserved.
```

```
ACPI RSDP Found at 0x6cc29000
```

```
Starting AUTOBOOT press Ctrl-C to abort...
Loading X86_64/freebsd/image2/kernel:0x200000/1147616 0x319000/10792232
0xf64000/3948368 0x1327f50/4387448 0x200240/1016 Entry at 0xffffffff80319000
Loading X86_64/freebsd/image2/platform.ko:0x1758000/4068960 0x1b39660/628568
Starting program at 0xffffffff80319000
---<<BOOT>>---
```

```
NetApp Data ONTAP 9.9.1P2
IPMI device unit 0 rev. 1, firmware rev. 13.04, version 2.0, device support
mask 0xbf
IPMI device unit 1 rev. 1, firmware rev. 13.04, version 2.0, device support
mask 0xbf
```

```
Copyright (C) 1992-2021 NetApp.
All rights reserved.
```

```
*****
*
* Press Ctrl-C for Boot Menu. *
*
*****
```

```
[node2:fmmb.disk.notAccsble:notice]: All Local mailbox disks are inaccessible.
```

```
[node2:cf.fsm.takeoverOfPartnerDisabled:error]: Failover monitor: takeover of
node1 disabled (HA interconnect error. Verify that the partner node is running
and that the HA interconnect cabling is correct, if applicable. For further
assistance, contact technical support).
```

```
[node2:kern.syslog.msg:notice]: domain xing mode: off, domain xing interrupt:
false
```

```
[node2:cf.fsm.takeoverOfPartnerDisabled:error]: Failover monitor: takeover of
node1 disabled (unsynchronized log).
```

- 在受损节点重新启动期间、配对节点上的HA互连端口已启动。

#### SYSCONFIG-A

```
slot 0: 10G/25G Ethernet Controller CX5
  e0a MAC Address:      xx:xx:xx:xx:xx:xx (auto-25g_cr-fd-up)
      SFP Vendor:      Amphenol
      SFP Part Number:  NDCCGF-N103
      SFP Serial Number: APF1234567
  e0b MAC Address:      xx:xx:xx:xx:xx:xx (auto-25g_cr-fd-up)
      SFP Vendor:      Amphenol
```

SFP Part Number: NDCCGF-N103  
SFP Serial Number: APF7654321