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## 系统报告 "enclosure services access error"

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/System\\_reports\\_ENCLOSURE\\_SERVI...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/System_reports_ENCLOSURE_SERVI...)

Updated: Wed, 22 Apr 2026 07:29:00 GMT

### 适用场景

- Data ONTAP 8
- SCSI 机箱服务 ( SES )

### 我提起

- 系统使用生成 AutoSupport `ENCLOSURE SERVICES ACCESS ERROR`
- EMS 报告 SAS 适配器超时和重置。

示例：

```
[?] Sat Oct 17 17:28:17 JST [node: pmcsas_timeout_0: sas.device.quiesce:info]:  
Adapter 0a encountered a command timeout on enclosure services device 0a.00.99.  
Quiescing the device.
```

```
[?] Sat Oct 17 17:28:20 JST [node: pmcsas_timeout_0: sas.adapter.debug:info]:
```

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```
params: {'debug_string': 'Level 0 timeout on virtual device: Hard resetting
PHY: 0a.00.99 (0xffffffff010d075a80,0x1d,0/0)', 'adapterName': '0a'}
[?] Sat Oct 17 17:28:20 JST [node: pmcsas_intrd_0:
scsi.cmd.abortedByHost:error]: Enclosure services device 0a.00.99: Command
aborted by host adapter: HA status 0x4: cdb 0x1d

[?] Sat Oct 17 17:28:36 JST [node: pmcsas_timeout_0: sas.adapter.debug:info]:
params: {'debug_string': 'Level 1 timeout on virtual device: Resetting
expander: 0a.00.99 (0xffffffff010d075a80,0x1d,1/1)', 'adapterName': '0a'}
[?] Sat Oct 17 17:28:36 JST [node: pmcsas_timeout_0: sas.adapter.debug:info]:
params: {'debug_string': 'Requesting reset of expander 5:00a098:0034fb0:7f',
'adapterName': '0a'}
[?] Sat Oct 17 17:28:36 JST [node: pmcsas_intrd_0:
scsi.cmd.abortedByHost:error]: Enclosure services device 0a.00.99: Command
aborted by host adapter: HA status 0x4: cdb 0x1d
[?] Sat Oct 17 17:28:36 JST [node: pmcsas_asyncd_0: sas.adapter.debug:info]:
params: {'debug_string': 'pmcsas_asyncd_expander_acp_reset_initiate -- 1
expanders need reset or powercycle', 'adapterName': '0a'}
[?] Sat Oct 17 17:28:36 JST [node: ses_admin: ses.shelf.ctrlFailErr:error]:
Enclosure control failed via 0a.00.99 (disk shelf 0). Alternate path will be
used if available.
[?] Sat Oct 17 17:28:36 JST [node: ses_admin:
ses.access.noMoreValidPaths:critical]: No more valid paths to Enclosure
Services in shelf 0 on channel 0a.
[?] Sat Oct 17 17:28:36 JST [node: esh_admin:
ds.sas.element.xport.error:error]: Shelf module A XPORT ERROR on channels 0a/
PARTNER shelf id 0
    Sat Oct 17 17:28:36 JST [node: statd:
monitor_shelf_accessError_1:critical]: params: {'channel': '0a'}
[?] Sat Oct 17 17:28:36 JST [node: statd: callhome.encl.access:error]: Call
home for ENCLOSURE SERVICES ACCESS ERROR
[?] Sat Oct 17 17:28:36 JST [acp-vfiler@node: acpa_command_thread:
acp.exp.reset:info]: SAS expander reset issued to 0a.0.A (192.168.x.x), (disk
shelf serial number: SHJSGxxxxxx).

[?] Sat Oct 17 17:28:36 JST [acp-vfiler@node: acp_admin:
acp.exp.reset.success:info]: SAS expander reset command sent to 0a.0.A
(192.168.x.x) was successful, (disk shelf serial number: SHJSGxxxxxx).

[?] Sat Oct 17 17:28:53 JST [node: pmcsas_asyncd_0: sas.adapter.debug:info]:
params: {'debug_string': 'Device 0a.00.99 came back.', 'adapterName': '0a'}
```

```
[?] Sat Oct 17 17:28:53 JST [node: pmcsas_asyncd_0: sas.adapter.debug:info]:  
params: {'debug_string': 'Asyncd device scan done.', 'adapterName': '0a'}
```

```
[?] Sat Oct 17 17:31:49 JST [node: ses_admin: ses.status.ACPInfo:info]: DS4246  
(S/N SHJSGxxxxxx) shelf 0 on channel 0a ACP Processor information for SAS shelf  
ACP processor 1: normal status.
```