



NiCE

由于 NVRAM 电池出现问题，系统无法启动

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

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适用场景

- AFF-A700
- FAS 9000
- FAS 2720
- ONTAP 9
- 服务处理器 4.6P1

问题描述

- 由于 NVRAM 电池出现问题，控制器无法启动
- 在启动过程中会观察到如下消息：

```
Aug 13 12:50:41 [localhost:nvram.battery.pack.invalid:error]: The incorrect NVRAM battery is installed. Expected part number is 111-02591. To prevent data loss, the system will shut down in 5 minutes.
```

```
Aug 13 12:51:22 [localhost:monitor.temp.unreadable:error]: The controller temperature (Bat Temp) is not readable.
```

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Aug 13 12:51:54 [localhost:nvram.battery.sensor.unreadable:EMERGENCY]: The NVRAM battery state cannot be determined because the 'Bat Temp' sensor is unreadable. To prevent data loss, the system will shut down in 5 minutes.

Aug 13 12:51:54 [localhost:nvram.battery.sensor.unreadable:EMERGENCY]: The NVRAM battery state cannot be determined because the 'Bat Volt' sensor is unreadable. To prevent data loss, the system will shut down in 5 minutes.

Aug 13 12:51:54 [localhost:nvram.battery.sensor.unreadable:EMERGENCY]: The NVRAM battery state cannot be determined because the 'Bat Full Cap' sensor is unreadable. To prevent data loss, the system will shut down in 5 minutes.

Aug 13 12:51:54 [localhost:nvram.battery.sensor.unreadable:EMERGENCY]: The NVRAM battery state cannot be determined because the 'Bat Charge Curr' sensor is unreadable. To prevent data loss, the system will shut down in 5 minutes.

Aug 13 12:51:55 [localhost:nvram.battery.sensor.unreadable:EMERGENCY]: The NVRAM battery state cannot be determined because the 'Bat Initial FCC' sensor is unreadable. To prevent data loss, the system will shut down in 5 minutes.

Aug 13 12:51:55 [localhost:nvram.battery.sensor.unreadable:EMERGENCY]: The NVRAM battery state cannot be determined because the 'Bat Dstg Cycles' sensor is unreadable. To prevent data loss, the system will shut down in 5 minutes.

Aug 13 12:51:55 [localhost:nvram.battery.sensor.unreadable:EMERGENCY]: The NVRAM battery state cannot be determined because the 'Bat Cycle Count' sensor is unreadable. To prevent data loss, the system will shut down in 5 minutes.

Aug 13 12:52:24 [localhost:callhome.battery.failure:EMERGENCY]: Call home for BATTERY ('Bat Temp' unreadable) CRITICAL.

Aug 13 12:52:24 [localhost:callhome.battery.failure:EMERGENCY]: Call home for BATTERY ('Bat Volt' unreadable) CRITICAL.

Aug 13 12:52:24 [localhost:callhome.battery.failure:EMERGENCY]: Call home for BATTERY ('Bat Full Cap' unreadable) CRITICAL.

Aug 13 12:52:24 [localhost:callhome.battery.failure:EMERGENCY]: Call home for BATTERY ('Bat Charge Curr' unreadable) CRITICAL.

Aug 13 12:52:25 [localhost:callhome.battery.failure:EMERGENCY]: Call home for BATTERY ('Bat Initial FCC' unreadable) CRITICAL.

Aug 13 12:52:25 [localhost:callhome.battery.failure:EMERGENCY]: Call home for BATTERY ('Bat Dstg Cycles' unreadable) CRITICAL.

Aug 13 12:52:25 [localhost:callhome.battery.failure:EMERGENCY]: Call home for BATTERY ('Bat Cycle Count' unreadable) CRITICAL.

Aug 13 12:52:27 [localhost:nvram.battery.sensor.unreadable:EMERGENCY]: The NVRAM battery state cannot be determined because the 'Bat Curr' sensor is unreadable. To prevent data loss, the system will shut down in 5 minutes.

Aug 13 12:52:57 [localhost:callhome.battery.failure:EMERGENCY]: Call home for BATTERY ('Bat Curr' unreadable) CRITICAL.

- 重新拔插电池无法解决问题描述问题
- 重新拔插主板无法解决问题描述问题
- 将服务处理器固件更新到 4.9 版不会解决问题描述问题