



终端服务器问题描述会影响FAS9000系统上的串行控制台访问

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

Updated: Wed, 22 Apr 2026 08:48:45 GMT

适用场景

NetApp FAS9000 ONTAP
9.13.1P11.

问题描述

- 无法在两个节点上通过SSH登录到服务处理器(SP)。
- 无法访问两个节点上的串行控制台(RJ45和迷你USB)。
- SP重新启动会临时解决问题描述、但会在一段时间后重新发生。
- 已执行控制器和启动设备更换、但问题描述仍存在。
- SP系统日志显示以下乱码字符：

```
Waiting for PIDS: 1234W}mwmow}wk?_□.
```

```
^R
```

```
W}mwmow}wk?_[サ]・?サキW}[W・?}wk?_□ツ・_[濞W}mwmow}wk_才?・?サキW}[W・?}wk?_□ツ・_[濞
```

'NetApp provides no representations or warranties regarding the accuracy or reliability or serviceability of any information or recommendations provided in this publication or with respect to any results that may be obtained by the use of the information or observance of any recommendations provided herein. The information in this document is distributed AS IS and the use of this information or the implementation of any recommendations or techniques herein is a customers responsibility and depends on the customers ability to evaluate and integrate them into the customers operational environment. This document and the information

W}mwmowヲwk_オ? ?サキW° [W· ?ヲw{?_□ツ· _[澗W}· スン?ヲwk_オ? ?サキW° [Wスヲw{□ツ· _オo?Wlオス?ヲwk_オ?·
?サキW° [Wスヲw{□ツ· _オo?Wlオス?ヲwk_オ? ?サキW° [Wスヲw{□ツ· _オo?Wlオス?ヲwk_オ? ?サキW° [Wスヲw{□ツ·
_??Wlオス?ヲwk_オ? ?サキWキu1· ?w{□ツ· _??Wlオス?ヲwk_オ? ?サキWキu1· ?w{□ツ· _??Wlオス?ヲwk_オ?·
?サキWキu1· ?w{□ツ· _??Wlオス?ヲwk_オ? ?サキW[?· ?w{□ツ· _??Wlオス?ヲwlu· · ?サキW[?· ?w{□ツ· _?Wkmo·
ヲwlu· · ?サキW[?· ?w· サ1· ?Wkmo· ヲwlu· 鏝?サキW· ラ· ?w· サ1· ?Wkm飼?ヲw· · 鏝?サキW· ラ· ?w· k· ?lオk·
ヲw{?· 鏝?サキW· ラ· ?w· k· }オキ[?· ヲwツ· 鏝?サキWス?· w· k· }オキ[· ヲwツ· 鏝?サキW鏝?· w· k· _オu?ヲwm?鏝
?サキW鏝?· w· k· uo?ヲwm鏝?サキW鏝?· w· k· ?o?ヲwm?o?サキW鏝?· w· kツuo?ヲwmo?サキW鏝?· w·
kツuo?ヲwmo?サキW鏝?· w??k晒w?ヲw[サキW]??w?k晒w?ヲw[サキW]??w?k晒
w?ヲwオキ?w]??w?k{uoヲwオキ?w]??w?k{uoヲwオ° □l???wk{uoヲwmサ?□l???wk·
uヲwmサ?□l???wloW??mキ□l???wloW}キm□w?· wk· }環刈°?wk· 環刈°?wk· · 環キ?°?wll· ヲ· °?wll?· ヲ·
°?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?·
ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?·
°?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?·
°?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?·
°?wll?· ヲ· °?wll?· ヲ· °?wll?· ヲ· °?wll?Terminated
· ヲ· °?wll?Wu{mmo}w]Wo?
· ヲ· °?wll?W{mmo}w]Wo?ツ脩ptime: 210d1h3m18s
FM halt: Time 18147538954 ms, 41639405194360010 cycles
System powering down...

===== Log #1 end time Thu Apr 17 03:58:09 2025