



## 如何对集群未报告警报进行故障排除

[https://kb-cn-stage.netapp.com/on-prem/SolidFire/Element\\_OS\\_Kbs/Cluster\\_not\\_reporting\\_on\\_Elemen...](https://kb-cn-stage.netapp.com/on-prem/SolidFire/Element_OS_Kbs/Cluster_not_reporting_on_Elemen...)

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### 适用场景

- NetApp Element软件11.3及更高版本
- 管理节点(mNode)

### 问题描述

本文介绍如何对"集群未报告"进行故障排除

- NetApp SolidFire Active IQ信息板中的警报：`Cluster not reporting: 3x minutes`
- AutoSupport警报代码：`Cluster has not reported to Active IQ in over 30 minutes`

如果SolidFire超过30分钟未将信息从管理发送到ActiveIQ服务器( `monitoring.Active.com` )，则会生成警报。由以下各种原因触发。

- mNode 重新安装/升级
- 瞬时网络问题

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- DNS未解析主机名
- 中断
- 代理设置已过时
- 维护任务
- 集群密码已更改
- 集群已归档到AIQ中
- AIQ端的问题描述
- 集群具有所有权问题描述