



# CXone Mpower EXPERT

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## 在 H610s 上对 BMC 无响应进行故障排除

[https://kb-cn-stage.netapp.com/on-prem/SolidFire/Element\\_OS\\_Kbs/Troubleshooting\\_unresponsive\\_B...](https://kb-cn-stage.netapp.com/on-prem/SolidFire/Element_OS_Kbs/Troubleshooting_unresponsive_B...)

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状态信息

### 适用场景

- NetApp H610S 存储节点
- NetApp Element 软件 11.0 - 12.3.1
- bmcFirmwareRevision : 3.70 - 3.91
- BMCIPMIVersion : 2.0

### 问题描述

- 无法访问 BMC 界面
- 无法打开 BMC 网页
- `ipmitool` 命令失败：

```
Could not open device at /dev/ipmi0 or /dev/ipmi/0 or /dev/ipmidev/0: No such
```

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file or directory

Get Channel Info command failed

- `ipmitool` 登录支持包 (`/sysinfo`)，显示：
  - No data available
  - Get Device ID command failed
  - Running Get PICMG Properties my\_addr 0x20, transit 0, target 0
- NetApp SolidFire Active IQ 存在多个错误：
  - `sensorReadingFailed`
  - IPMI diagnostics are currently unresponsive. Please contact support if this problem persists.
  - BMC Self Test failed. This may impact IPMI based services and a BIOS/BMC update may be recommended.
  - Error checking sensor for Fan<#> RPM
  - Error checking sensor for Exhaust Temp
  - Error checking sensor for Inlet Temp
- POST error 0xA105: BMC Failed (No Response)