



VSCAN 服务器上的高 CPU 导致 CIFS 访问问题

https://kb-cn-stage.netapp.com/on-prem/ontap/da/NAS/NAS-KBs/High_CPU_on_VSCAN_server_caus...

Updated: Wed, 22 Apr 2026 13:03:33 GMT

适用于

- ONTAP 9
- Vscan
- SentinelOne

问题描述

- VSAN 服务器达到 100% CPU
- 用户无法访问 CIFS 共享
- EMS 日志显示错误 Nblade_CifsOperationTimedOut_1 'lastSpinNpError': 'SPINNP_ERR_OFFBOX_VSCAN_REQD' :

```
Tue Jun 03 10:06:54 +0100 [node-01: kernel:  
Nblade_CifsOperationTimedOut_1:error]: params: {'commandName':  
'SMB2_COM_CREATE', 'suspensionCnt': '4', 'cmdRestartCnt': '0', 'lastCsmError':
```

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```
'CSM_OK', 'remoteBladeID': '6401c875-9f30-11ee-9941-d039eaaf0c59 (node-01)',
'isQosEnabled': 'QoS_disabled', 'lastSpinNpError':
'SPINNP_ERR_OFFBOX_VSCAN_REQD', 'clientIpAddress': '172.xx.xx.xx',
'localIpAddress': '172.xx.xx.xx', 'vserverId': '16', 'dsId': '1079',
'vserverName': 'svm'}
```

- EMS 日志会显示错误 `vscanExcessiveTOs` :

```
Tue Jun 03 10:13:02 +0100 [node-01: kernel: Nblade.vscanExcessiveTOs:error]:
Vscan timed-out scanning events exceeded 2000 in the last 30 minutes for Vscan
server (IP: 192.xx.xx.xxx) in SVM "svm".
```

- Vscan 事件显示 `scan-timedout` 和 `scan-internal-error`:

```
::*> vserver vscan show-events -vserver <vserver_name>
```

- 性能存档数据显示病毒扫描程序连接的高延迟:

```
# Offbox_vscan_server #
Report offbox_vscan_server for ASUP - xxxxxxxxxxxxxx

Cluster: cluster-1 (4b3d00bc-9f32-11ee-9941-XXXXXX)
Node: node-01 (6401c875-9f30-11ee-9941-xxxxxxxx)
Model: AFF-A400
Release: 9.14.1P7
Time Range: 2025-06-03 06:00:01.000+00:00 - 2025-06-03 10:00:01.003+00:00

start                end                instance
(us)
2025-06-03 09:07:15 +00:00  2025-06-03 09:12:15
+00:00  svm-13:192.168.0.195:xxxxxxx  26772580.58
2025-06-03 09:07:15 +00:00  2025-06-03 09:12:15
+00:00  svm-11:192.168.0.195:xxxxxxx  22766879.80
2025-06-03 09:12:15 +00:00  2025-06-03 09:17:15
+00:00  svm-13:192.168.0.194:xxxxxxx  22062075.29
2025-06-03 09:17:15 +00:00  2025-06-03 09:22:15
+00:00  svm-09:192.168.0.194:xxxxxxx  21579253.00
```