



CXone Mpower EXPERT

ONTAP升级后、Vscan无法连接

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

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适用场景

- ONTAP 9.6或更低版本 `upgraded` 到ONTAP 9.7或更高版本
- -or- ONTAP 9.7已升级到ONTAP 9.8
- AV接头1.0.4
- Vscan

问题描述

- 在ONTAP升级(9.5到9.7)以修复错误[1229243](#)之后，Vscan服务器断开连接，但未提供任何原因
`cluster::> vserver vscan connection-status show-extended-stats -instance`
- AV Connector和Vscan Windows服务运行正常
- AV连接器测试连接轮询测试和ping集群或SVM管理LIF成功
- Vscan Windows服务已重新启动、未进行任何更改、并记录无连接状态
- 在[AV Connector调试日志](#)中：
`01/24/21-17:03:06.785Z [Pipe: CLUSTER.DOMAIN.com, vserverCLUSTER] [r]`

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CreateNamedPipe failed with 3. closingQ: [0]
01/24/21-17:03:06.816Z Not even one usable LIF for [vserverCLUSTER], abandoning
open