



# NiCE

## 由于数据包丢失、Vscan服务器与ONTAP 断开连接

[https://kb-cn-stage.netapp.com/on-prem/ontap/da/NAS/NAS-KBs/VSCAN\\_\\_server\\_disconnections](https://kb-cn-stage.netapp.com/on-prem/ontap/da/NAS/NAS-KBs/VSCAN__server_disconnections)

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### 适用场景

- ONTAP 9
- vscan
- ONTAP AV连接器1.0.4

### 问题描述

- Vscan服务器**remote-closed**"随机断开状态为"的ONTAP 连接
- Vscan事件显示：
  - Vscan服务器会在一段时间后自动断开连接并重新连接、而无需执行任何更正操作。

Node	Vserver	Server	Event	Log	Time	Event	Type	Vscanner	Vendor	Vscanner
Version	Server	Disconnect	Reason	Vserver	LIF	Used for	Connection			
cluster-n1	svml	10.xx.xx.206	7/11/2022	07:23:41	scanner-					
<b>connected</b>	trendmicro	11.28700		10.xx.xx.141						
cluster-n1	svml	10.xx.xx.206	7/11/2022	07:23:16	scanner-disconnected					<b>remote-</b>
<b>closed</b>		10.xx.xx.141								<b>closed</b>

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- 断开连接时的AVSHIM日志显示：[\(启用了调试日志记录\)](#)

```
07/11/22-07:23:16.584Z [pipe: 10.xx.xx.141][Read] GetOverlappedResult failed, err:
<64>
_closingQ: [0]
[10.xx.xx.141][Write] GetOverlappedResult failed, err: <64>
07/11/22-07:23:16.584Z Retrying pipe-read for pipe: [10.xx.xx.141]
07/11/22-07:23:16.584Z [10.xx.xx.141][Write] GetOverlappedResult failed, err: <59>
07/11/22-07:23:16.584Z [pipe: 10.xx.xx.141][Read] GetOverlappedResult failed, err:
<59>
_closingQ: [0]
07/11/22-07:23:16.584Z Retrying pipe-read for pipe: [10.xx.xx.141]
07/11/22-07:23:16.584Z [10.xx.xx.141][Write] GetOverlappedResult failed, err: <59>
07/11/22-07:23:16.584Z [pipe: 10.xx.xx.141][Read] GetOverlappedResult failed, err:
<59>
_closingQ: [0]
07/11/22-07:23:16.584Z Retrying pipe-read for pipe: [10.xx.xx.141]
07/11/22-07:23:16.584Z [10.xx.xx.141][Write] GetOverlappedResult failed, err: <59>
07/11/22-07:23:16.584Z [pipe: 10.xx.xx.141][Read] GetOverlappedResult failed, err:
<59>
_closingQ: [0]
07/11/22-07:23:16.584Z Retrying pipe-read for pipe: [10.xx.xx.141]
07/11/22-07:23:16.584Z [10.xx.xx.141][Write] GetOverlappedResult failed, err: <59>
07/11/22-07:23:16.584Z Retries exceeded. Cannot write to pipe 10.xx.xx.141
07/11/22-07:23:16.584Z [pipe: 10.xx.xx.141][Read] GetOverlappedResult failed, err:
<59>
_closingQ: [0]
07/11/22-07:23:16.584Z Max read retries over. Closing the pipe: [10.xx.xx.141]
```