



# CXone Mpower EXPERT

## 由于状态未知、ANDU已暂停

[https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap\\_OS/OS-KBs/ANDU\\_paused\\_due\\_to\\_Unknown\\_s...](https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/ANDU_paused_due_to_Unknown_s...)

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### 适用场景

- ONTAP 9
- 自动无中断升级(ANDU)

### 问题描述

在ANDU期间、此进程已暂停、因为节点处于"未知"状态、并出现以下ANDU错误：

```
Cluster::> cluster image show-update-progress
```

Update Phase	Status	Estimated Duration	Elapsed Duration
Pre-update checks	completed	00:10:00	00:01:05
ONTAP updates	paused-on-error	02:34:00	02:05:26

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Details:

Node name	Status	Status Description
Node01	completed	
Node02	completed	
Node03	waiting	
Node04	failed	Error: Node "Node04" is not in "waiting for giveback" state.

Action: Use the "storage failover show" to verify that node "Node04" is in one of the following states: "waiting for giveback" or "connected".

9 entries were displayed.

Status: Paused - An error occurred in "ONTAP updates" phase. The update cannot continue until the error has been resolved. Resolve all issues, then use the "cluster image resume-update" command to resume the update.

Cluster::>