



Gemalto SafeNet KeySecure k250设备无响应

https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/Gemalto_SafeNet_KeySecure_k25...

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适用场景

- ONTAP 9
- 外部密钥管理 (EKM)
- Gemalto SafeNet KeySecure k250设备

问题描述

查看 `not-responding` 服务器状态时、EKM会报告状态

```
Cluster::*> key-manager show -status (security key-manager show) Node Port Registered Key Manager Status -  
-----  
Cluster-01 5696 172.x.x.2 not-responding Cluster-01  
5696 172.x.x.4 available Cluster-02 5696 172.x.x.2 not-responding Cluster-02 5696 172.x.x.4 available 4 entries  
were displayed.
```

kmip2_client日志中的错误：

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```
Mon Dec 21 2020 21:05:08 -05:00 [kern_kmip2_client:info:6381] [Dec 21 21:05:08]:  
0x809409c00: 0: ERR: kmip2::tables::kmip_keyserver_status: [setKeyServerStatus]:60:  
Received an exception in setting up TLS connection: IO (10)
```

EMS报告：

```
Mon Dec 21 18:49:34 -0500 [Cluster-01: mgwd: km.keyserver.notavailable:alert]: The  
external key management server "172.x.x.2" is not available for Vserver "Cluster",  
status: "not-responding".
```