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## E系列控制器冗余丢失- AutoSupport消息

[https://kb-cn-stage.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/E-Series\\_Controller\\_redundancy\\_I...](https://kb-cn-stage.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/E-Series_Controller_redundancy_I...)

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### 适用场景

NetApp E 系列

### 事件摘要

SANtricity在恢复专家中报告Controller redundancy lost 事件

### 验证

- MAJOR-EVENT-LOG 显示Controller redundancy lost 、 Event type: 2829

```
Date/Time: <DATE/TIME>
```

```
Sequence number: 557252
```

```
Event type: 2829
```

```
Event category: Internal
```

```
Priority: Critical
```

```
Event needs attention: true
```

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Event send alert: true  
Event visibility: true  
Description: Controller redundancy lost  
Event specific codes: 0/0/0  
Component type: Controller  
Component location: Shelf 99, Bay B  
Logged by: Controller in bay B

- Recoveru Guru 显示备用控制器处于Failed 状态：

Failure Entry XX: OFFLINE\_CTL-Recovery Failure Type Code: 28

Storage array: <ARRAY>  
Component reporting problem: Controller in bay A  
Status: Failed  
Location: Controller/Drive shelf 99, Controller in bay A  
Replacement part number: E5700A-64GB  
Board ID: 5700  
Submodel ID: 360  
Serial number: <SERIAL NO>  
Component requiring service: Controller in bay A  
Service action (removal) allowed: Yes  
Service action LED on component: No

## 解决方法

1. 将备用控制器重新联机。
2. 如果控制器未保持联机状态、请联系 [NetApp技术支持](#) 并参考本文以获得进一步帮助。解决方案可能需要更换部件。
  - 联系[NetApp技术支持](#)时，请在E系列控制器的背面显示屏上提供7段代码。这将有助于对控制器问题描述进行故障排除。

## 追加信息

在此处添加文本。