



运行SANtricity OS 11.70.4x时、E系列控制器更换失败

https://kb-cn-stage.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/E-Series_controller_replacement_...

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适用场景

- NetApp E 系列
- NetApp StorageGRID设备
- 更换控制器(HeadSwap)机箱：
 - 单工E系列(即SG57xx)更换、其中原始控制器 运行的是11.70.4x或更高版本、而 更换控制器运行的是11.70.4x之前的版本
 - 在更换双工E系列双控制器的同时、原始控制器 运行11.70.4x、而 更换控制器运行11.70.4x之前的版本

问题描述

- 更换用的控制器无法启动和锁定，OE L5控制器背面的7段显示屏上显示(Auto Code Syncrization Failure [自动编码同步故障])。
- 控制器控制台输出(dom0-misc-logs-%.txt 或中的日志文件 /var/log/eos)将显示以下内容：

```
02/02/23-17:55:54 (tRAID): NOTE: ACS: download manager is idle
```

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```
02/02/23-17:55:54 (tRAID): NOTE: ActiveInfo:ver='08.72.00.00'
date='2021-12-08' time='19:35:23'
02/02/23-17:55:54 (tRAID): NOTE: ACS: Acs Needed on Alt: No, StateCode: 5,
ReasonCode = 15
02/02/23-17:55:54 (tRAID): WARN: ACS findImages - 4 extents found for Dom0
Image
02/02/23-17:55:54 (tRAID): WARN: void
acs::Image::determineDiskBlockSize(acs::Image::ExtentList&): Could not find a
drive to set the block size
02/02/23-17:55:54 (tRAID): WARN: UINT32 acs::Image::getDiskBlockSize() const:
DISK_BLOCK_SIZE has not been set yet!
02/02/23-17:55:54 (tRAID): NOTE: ACS findImages Dom0 error reading header
02/02/23-17:55:54 (tRAID): WARN: UINT32 acs::Image::getDiskBlockSize() const:
DISK_BLOCK_SIZE has not been set yet!
02/02/23-17:55:54 (tRAID): NOTE: ACS findImages Dom0 error reading header
02/02/23-17:55:54 (tRAID): WARN: UINT32 acs::Image::getDiskBlockSize() const:
DISK_BLOCK_SIZE has not been set yet!
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DISK_BLOCK_SIZE has not been set yet!
02/02/23-17:55:54 (tRAID): NOTE: ACS findImages Dom0 error reading header
02/02/23-17:55:54 (tRAID): WARN: ACS no valid Dom0Image found
02/02/23-17:55:54 (tRAID): NOTE: ACS Dom0 getCompleteImages - 0 images to
evaluate
02/02/23-17:55:54 (tRAID): NOTE: ACS no Dom0 images found - aborting request
02/02/23-17:55:54 (tRAID): NOTE: ACS from drive image complete - status: -1
02/02/23-17:55:54 (tRAID): ERROR:
*****
02/02/23-17:55:54 (tRAID): ERROR: * ACS Failed. Code sync was required, but it
failed. *
02/02/23-17:55:54 (tRAID): ERROR: * Start of Day will be suspended on this
controller *
```