



# CXone Mpower EXPERT

## 升级到 9.7 期间，ONTAP 无法挂载 mroot

[https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap\\_OS/OS-KBs/ONTAP\\_Unable\\_to\\_Mount\\_mroot\\_...](https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/ONTAP_Unable_to_Mount_mroot_...)

Updated: Wed, 22 Apr 2026 07:31:06 GMT

### 适用场景

- ONTAP 升级 9.5 - 9.7
- ONTAP 升级 9.6 - 9.7
- 自动无中断升级 (ANDU)

### 问题描述

- 在自动化无中断升级 (ANDU) 期间，将显示 `/mroot` 目录可能无法挂载，从而导致升级暂停，并且节点超出仲裁 (OOQ)
- ONTAP 升级后，节点无法完全正常运行 根卷交还

### EMS 警报：

```
callhome.mdb.recovery.unsuccessful:EMERGENCY]: Call home for MDB RECOVERY  
UNSUCCESSFUL FOR THE vldb WARNING.
```

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```
callhome.mdb.recovery.unsuccessful:EMERGENCY]: Call home for MDB RECOVERY UNSUCCESSFUL FOR THE bcomd WARNING.  
rdb.env.IOFailure:ALERT]: Error encountered in root volume I/O: Mkdir '/mroot/etc/cluster_config' failed, 30.  
rdb.env.replicaCorrupt:ALERT]: Corruption in the local database of Data Replication Module: Failed to open SQLite environment: FILE_IO_ERROR.
```

#### EMS 日志消息：

```
/mroot not mounted. apache setup cannot run.  
phpmgr: /mroot/etc/log/mlog doesn't exist. won't log setup up steps to a file  
httpdmgr: /mroot/etc/log/mlog doesn't exist. won't log setup up steps to a file  
php_jail_setup.sh: /mroot/etc/log/mlog doesn't exist. won't log setup up steps to a file  
/mroot not mounted. php setup cannot run.  
apache_jail_setup.sh: /mroot/etc/log/mlog doesn't exist. won't log setup up steps to a file  
/mroot not mounted. apache setup cannot run.  
phpmgr: /mroot/etc/log/mlog doesn't exist. won't log setup up steps to a file  
Nov 24 12:19:08 [Cluster1:callhome.mdb.recovery.unsuccessful:EMERGENCY]: Call home for MDB RECOVERY UNSUCCESSFUL FOR THE bcomd WARNING.  
Nov 24 12:19:08 [Cluster1:rdb.env.IOFailure:ALERT]: Error encountered in root volume I/O: Mkdir '/mroot/etc/cluster_config' failed, 30.
```