



# CXone Mpower EXPERT

## 由于DNS连接问题、SSH连接失败

[https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap\\_OS/OS-KBs/SSH\\_connection\\_fails\\_due\\_to\\_DNS...](https://kb-cn-stage.netapp.com/on-prem/ontap/Ontap_OS/OS-KBs/SSH_connection_fails_due_to_DNS...)

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### 适用场景

- ONTAP 9
- FAS
- AFF

### 问题描述

- 与集群管理和节点管理 IP 的 SSH 连接失败。
  - 连接已建立，但输入用户名后，系统未提示输入密码。
  - 会话终止并显示以下错误：
- 通过 SSH 连接到 SP IP 并以同一用户身份登录成功。
- 事件日志显示 ONTAP 尝试使用多个 DNS 服务器，但没有收到响应：

```
[Node1: mgwd: dns.server.timed.out:error]: DNS server 10.XX.XX.20 did not
```

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```
respond to vserver = svml within timeout interval.  
[Node1: mgwd: dns.server.timed.out:error]: DNS server 10.XX.XX.21 did not  
respond to vserver = svml within timeout interval.  
[Node1: sshd: sshd.loginGraceTime.expired:error]: Timeout before password  
authentication for remote host 10.XX.XX.22.
```

- 消息日志显示 SSH 断开连接：

```
[daemon:info] 1 2022-12-13T16:17:21.245349+00:00 Node1 xinetd 7827 - - EXIT:  
ssh status=1 pid=42567 duration=30(sec)
```