



CXone Mpower EXPERT

维护集群交换机后出现STATUS_INTERNAL_ERROR、因为端口没有配置

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

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适用场景

- ONTAP 9
- SMB
- 集群交换机

问题描述

- 维护集群交换机(例如固件升级)后、文件资源管理器会在导航到共享时获取An internal error occurred。
- 共享的数据位于上的聚合上 Node2
 - 如果客户端连接到Node2 上的LIF，则访问成功
 - 如果客户端连接到Node1 上的LIF，则访问将失败。
 - 数据包跟踪显示ONTAP使用响应FIND 请求 STATUS_INTERNAL_ERROR
 - 在《 STATUS_INTERNAL_ERROR 》的时候，EMS说
 - `[Node1: kernel: Nblade_CifsOperationTimedOut_1:error]: params:`

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```
{'commandName': 'SMB2_COM_QUERY_DIRECTORY', 'suspensionCnt': '6',  
'cmdRestartCnt': '0', 'lastCsmError': 'CSM_TIMEOUT',  
'remoteBladeID': 'd902e2c0-3041-11ee-84aa-d039eaa71a43 (Node02)',  
'isQosEnabled': 'QoS_disabled', 'lastSpinNpError': 'SUCCESS',  
'clientIpAddress': '10.30.30.60', 'localIpAddress': '10.50.40.170',  
'vserverId': '3', 'dsId': '1200', 'vserverName': 'svml'}
```

- EMS包含集群网络警报：

- [Node1: vifmgr: vifmgr.cluscheck.ctdpktloss:alert]: Continued packet loss when pinging from cluster lif node1_clus1 (node node1) to cluster lif Node2_clus1 (node Node2).
- [Node1: kernel: csm.createSessionFailed:debug]: Cluster Session Manager (CSM) failed to create session (req=d902b026-3041-11ee-84aa-d039eaa71a43, rsp=Node1:dblade, uniquifier=0a062efa5133dee5) with transport type RDMA_RoCEv2, session tag SAN_REMOTE, record state ACTIVE, CSM error CSM_CONNABORTED, low-level error UNKNOWN, socket error 0, and TLS error 0.
- [Node1: vifmgr: vifmgr.clus.linkdown:EMERGENCY]: The cluster port e3a on node Node1 has gone down unexpectedly.