



SwitchPsuFanNotOperational_Alert—AutoSupport 消息

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

Updated: Wed, 22 Apr 2026 03:54:01 GMT

适用场景

- ONTAP 9
 - MetroCluster 光纤交换机
 - 集群网络选择
 - NetApp 集群交换机
 - Broadcom 交换机
 - Cisco 交换机
- CallHome.hm.alAlert.Major
 - 运行状况监控进程cshmm：SwitchPsuFanNotOperational_Alert、请致电主页

事件摘要

如果集群交换机上的风扇有电源、则会发送SwitchPsuFanNotOperational_Alert、但当风扇的电源指示它正在运行时、风扇状态本身指示风扇未运行时、则会发送SwitchPsuFanNotOperational_Alert。

'NetApp provides no representations or warranties regarding the accuracy or reliability or serviceability of any information or recommendations provided in this publication or with respect to any results that may be obtained by the use of the information or observance of any recommendations provided herein. The information in this document is distributed AS IS and the use of this information or the implementation of any recommendations or techniques herein is a customers responsibility and depends on the customers ability to evaluate and integrate them into the customers operational environment. This document and the information

验证

AutoSupport 消息

```
HA Group Notification from Node Name (Health Monitor process cshm:  
SwitchPsuFanNotOperational_Alert[Switch Name(Serial Numer)/PowerSupply-1 Fan-1])  
ALERT
```

EMS 日志

```
event log show -severity * -message-name callhome*
```

```
[node1: mgwd: callhome.hm.alert.major:alert]: Call home for Health Monitor process  
cshm: SwitchPsuFanNotOperational_Alert[Switch_Name(#####)/PowerSupply-2 Fan-1].
```

命令行

```
system health alert show -node <node name> -monitor cluster-switch -alert-id  
SwitchPsuFanNotOperational
```

```
Node: Node01  
Monitor: cluster-switch  
Class of Alert: SwitchPsuNotOperational_Alert  
Severity of Alert: Major  
Probable Cause: Out_of_service  
Probable Cause Description: "Fan Module-3" on switch "Switch Name(Switch Name)" is  
not functioning properly.  
Possible Effect: Cooling of switch "Switch Name(Serial Number)" might be  
degraded.  
Corrective Actions: 1) Use the switch CLI to verify that the fan is functioning  
at the expected speed. 2) Replace the fan, if it is not  
operational.
```

解决方法

1. 验证是否已安装电源。
2. 验证电源是否通电。
3. 如果确定电源有故障、请更换电源。
 - 对于Brocade交换机、请联系 [NetApp技术支持](#) 以获得帮助。
 - 对于Cisco交换机、请联系 [Cisco](#) 以获得帮助
 - 对于CN1610交换机、请联系 [NetApp技术支持](#) 以获得帮助。

- 注意：如果这是计划内维护活动的一部分、请更新相关的 [NetApp支持案例](#)

追加信息

- [如何与Cisco支持部门一起创建案例](#)
- [如何检查Cisco的设备覆盖范围？](#)