



## 由于validateDevnums无法获取DriveDevnum，E系列控制器意外重启

[https://kb-cn-stage.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/Unexpected\\_E-series\\_controller\\_r...](https://kb-cn-stage.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/Unexpected_E-series_controller_r...)

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### 适用场景

- EF570
- SANtricity OS 11.70

### 问题描述

- 控制器意外重启，并显示以下错误消息 `excLogShow state-capture-data.txt` 的输出

```
DriveMgr::validateDevnums failed to getDriveDevnum for  
5002538005417f300000000000000000
```

- 重大事件日志：

```
B:5/20/25, 3:04:12 PM (15:04:12) 17925 4010Controller reset - Shelf 99, Bay B -  
Reboot Reason : Comp ID 0x07, Reason 0x02, Extra 0x00 - Not decoded
```

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