



# CXone Mpower EXPERT

## CSHM报告了false SwitchPowerNotPresent\_Alert和SwitchPowerUnknown\_Alert

[https://kb-cn-stage.netapp.com/on-prem/Switches/Cisco-KBs/False\\_SwitchPowerNotPresent\\_Alert\\_an...](https://kb-cn-stage.netapp.com/on-prem/Switches/Cisco-KBs/False_SwitchPowerNotPresent_Alert_an...)

Updated: Wed, 22 Apr 2026 03:53:17 GMT

### 适用场景

- ONTAP 9
- 集群网络交换机
- N9K-C9336C -FX2

### 问题描述

- CSHM报告 SwitchPowerNotPresent\_AlertSwitchPowerUnknown\_Alert 集群网络交换机的和
- 交换机日志中的PSU状态正常

```
`show environment`
```

```
Fan:
```

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```

Fan          Model          Hw      Direction      Status
-----
Fan1(sys_fan1)  NXA-FAN-65CFM-PE  --      back-to-front  Ok
Fan2(sys_fan2)  NXA-FAN-65CFM-PE  --      back-to-front  Ok
Fan3(sys_fan3)  NXA-FAN-65CFM-PE  --      back-to-front  Ok
Fan_in_PS1     --                --      back-to-front  Ok
Fan_in_PS2     --                --      back-to-front  Ok
Fan Zone Speed: Zone 1: 0xb3
Fan Air Filter : NotSupported

```

Power Supply:

Voltage: 12 Volts

Power Supply	Model	Actual Output (Watts)	Actual Input (Watts)	Total Capacity (Watts)	Status
1	NXA-PAC-1100W-PE2	146 W	166 W	1100 W	Ok
2	NXA-PAC-1100W-PE2	166 W	186 W	1100 W	Ok

- 几分钟后、这些警报会自动清除

示例：

```

Thu May 04 18:41:52 [cluster: cshmd: hm.alert.raised:alert]: Alert Id =
SwitchPowerNotPresent_Alert , Alerting Resource =
cluster_switch(xxxxxxxxxxxx)/PowerSupply-1 raised by monitor ethernet-switch
Thu May 04 18:42:09 [cluster: mgwd: callhome.hm.alert.major:alert]: Call home
for Health Monitor process cshmd:
SwitchPowerNotPresent_Alert[cluster_switch(xxxxxxxxxxxx)/PowerSupply-1].
Thu May 04 18:55:26 [cluster: cshmd: hm.alert.raised:alert]: Alert Id =
SwitchPowerUnknown_Alert , Alerting Resource =
cluster_switch(xxxxxxxxxxxx)/PowerSupply-1 raised by monitor ethernet-switch
Thu May 04 18:57:09 [cluster: mgwd: callhome.hm.alert.major:alert]: Call home
for Health Monitor process cshmd:
SwitchPowerUnknown_Alert[cluster_switch(xxxxxxxxxxxx)/PowerSupply-1].

Thu May 04 19:02:28 [cluster: cshmd: hm.alert.cleared:notice]: Alert Id =
SwitchPowerNotPresent_Alert , Alerting Resource =
cluster_switch(xxxxxxxxxxxx)/PowerSupply-1 cleared by monitor ethernet-switch
Thu May 04 19:02:28 [cluster: cshmd: hm.alert.cleared:notice]: Alert Id =
SwitchPowerUnknown_Alert , Alerting Resource =
cluster_switch(xxxxxxxxxxxx)/PowerSupply-1 cleared by monitor ethernet-switch

```