



# CXone Mpower EXPERT

## 节点重新启动后、存储端口关闭

[https://kb-cn-stage.netapp.com/on-prem/Switches/Cisco-KBs/Storage\\_port\\_goes\\_down\\_after\\_node\\_re...](https://kb-cn-stage.netapp.com/on-prem/Switches/Cisco-KBs/Storage_port_goes_down_after_node_re...)

Updated: Wed, 22 Apr 2026 11:40:14 GMT

### 适用场景

- AFF A900
- 安装了RCF1.11的Cisco Nexus 9336交换机
- ONTAP 9
- X91153A

### 问题描述

- 重新启动节点且存储端口 随机关闭后、EMS发出以下警报。

```
Health Monitor process nchm:NoPathToNSMA_Alert...
```

- 从sysconfig -a, 系统存储配置已从Quad-Path HA 更改为Single-Path HA 、E2A为auto-未知-fD-down。

```
Node: node-1
```

```
NetApp Release 9.14.1P4: Thu Apr 18 11:59:10 EDT 2024
```

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```

System ID: XXXXXXXXXXX (node-1); partner ID: XXXXXXXXXXX (node-2)
System Serial Number: XXXXXXXXXXX (node-1)
System Rev: C0
System Storage Configuration: Single-Path HA
System ACP Connectivity: Inband Active
SAS2/SAS3 Mixed Stack Support: all
All-Flash Optimized: true
Capacity Optimized: false
All SAN Array: false
Backplane Part Number: 111-02392
Backplane Rev: C0
Backplane Serial Number: XXXXXXXXXXX
slot 0: System Board 2.2 GHz (System Board XXIX B4)
  Model Name:      AFF-A900
  Part Number:    111-04824
  Revision:       B4
  Serial Number:  XXXXXXXXXXX
  BIOS version:   18.9
  Loader version: 8.1.0
  Boot Flash:     Primary
  Processors:     64
.
.
.

slot 2: Dual 40G/100G/200G Ethernet Controller CX6
  e2a MAC Address:  XX:00:XX:11:XX:XX (auto-unknown-fd-down)
QSFP Vendor:      Amphenol
  QSFP Part Number: 112-00574
  QSFP Serial Number: APFXXXXXXXXXXXX
  e2b MAC Address:  XX:22:XX:33:XX:XX (auto-unknown-fd-down)
  QSFP Vendor:
QSFP Part Number:
  QSFP Serial Number:
  Device Type:      CX6 PSID(NAP0000000018)
  Firmware Version: 20.30.1004
  Part Number:      111-04739
  Hardware Revision: A2

```

- 重新启动后、EMS日志会显示存储端口E2A/e10b上的链路启动/关闭。

```
[?] Thu May 09 10:12:45 +0900 [node-1: kernel: netif.linkDown:info]: Ethernet
```

```
e2a: Link down, check cable.
[?] Thu May 09 10:23:07 +0900 [node-1: kernel: netif.linkDown:info]: Ethernet
e10b: Link down, check cable.
```

```
[?] Thu May 09 10:12:45 +0900 [node-2: kernel: netif.linkDown:info]: Ethernet
e2a: Link down, check cable.
[?] Thu May 09 10:23:07 +0900 [node-2: kernel: netif.linkDown:info]: Ethernet
e10b: Link down, check cable.
```

- 交换机日志显示已连接端口出现错误"unsupported (不支持)"、但Hardware Universe确认此端口受支持。

```
[2024-05-09 19:15:36.280] 2024 May 9 01:27:10 switch02 %ETHPORT-5-IF_HARDWARE:
Interface Ethernet1/11, hardware type changed to 100G
[2024-05-09 19:15:36.280] 2024 May 9 01:27:10 switch02
%ETHPORT-3-IF_UNSUPPORTED_TRANSCEIVER: Transceiver on interface Ethernet1/11 is
not supported
[2024-05-09 19:15:36.311] 2024 May 9 01:27:11 switch02 %ETHPORT-5-IF_HARDWARE:
Interface Ethernet1/12, hardware type changed to 100G
[2024-05-09 19:15:36.311] 2024 May 9 01:27:11 switch02
%ETHPORT-3-IF_UNSUPPORTED_TRANSCEIVER: Transceiver on interface Ethernet1/12 is
not supported
[2024-05-09 19:21:17.984] 2024-05-09T09:02:43.200667000+00:00 [M 1] [ethpm]
E_DEBUG Ifindex (Ethernet1/12)0x1a000000, SFP security check: unsupported
vendor id 0x54
[2024-05-09 19:21:18.001] 2024-05-09T09:02:37.697065000+00:00 [M 1] [ethpm]
E_DEBUG Ifindex (Ethernet1/11)0x1a000000, SFP security check: unsupported
vendor id 0x54
```

- storage port show 显示了一个存储端口在重新启动后随机关闭。

Node	Port	Speed Type	Mode	VLAN (Gb/s)	State	Status	ID
node-1	e10a	ENET	network	- -	-	-	
	e10b	ENET	storage	100	enabled	online	30
	e11a	ENET	network	- -	-	-	
	e11b	ENET	network	- -	-	-	
	e2a	ENET	storage	0	enabled	offline	30

```

e2b ENET network - - - -
node-2
e10a ENET network - - - -
e10b ENET storage 100 enabled online 30
e11a ENET network - - - -
e11b ENET network - - - -
e2a ENET storage 100 enabled online 30
e2b ENET network - - - -

```

12 entries were displayed.

- 在ifstat中未发现错误/丢弃、但我们看到Up to down 指示发生了8次轻拍。

```
-- interface e2a (1 day, 20 hours, 12 minutes, 38 seconds) --
```

RECEIVE

```

Total frames:      5938 | Frames/second:      0 | Total bytes:      1721k
Bytes/second:      11  | Total errors:        0 | Errors/minute:    0
Total discards:    0  | Discards/minute:    0 | Multi/broadcast:  4773
Non-primary u/c:   0  | Errored frames:     0 | Unsupported Op:    0
CRC errors:        0  | Runt frames:        0 | Fragment:         0
Long frames:       0  | Jabber:             0 | Length errors:    0
Alignment errors: 0  | No buffer:          0 | Pause:            0
Jumbo:             0  | Error symbol:       0 | Bus overruns:     0
Queue drops:       0  | LRO segments:       0 | LRO bytes:        0
LRO6 segments:    887 | LRO6 bytes:         122k | Bad UDP cksum:    0
Bad UDP6 cksum:   0  | Bad TCP cksum:      0 | Bad TCP6 cksum:   0
Mcast v6 solicit: 3691 | Lagg errors:        0 | LACP errors:      0
LACP PDU errors:  0

```

TRANSMIT

```

Total frames:      2420 | Frames/second:      0 | Total bytes:      242k
Bytes/second:      2  | Total errors:        0 | Errors/minute:    0
Total discards:    0  | Queue overflow:     0 | Multi/broadcast:  950
Collisions:        0  | Pause:              0 | Jumbo:            0
Cfg Up to Downs:  2  | TSO segments:       0 | TSO bytes:        0
TSO6 segments:    0  | TSO6 bytes:         0 | HW UDP cksums:    0
HW UDP6 cksums:   105k | HW TCP cksums:      0 | HW TCP6 cksums:   1413
Mcast v6 solicit: 106k | Lagg drops:         0 | Lagg no buffer:   0
Lagg no entries:   0

```

DEVICE

```
Mcast addresses:  7 | Rx MBuf Sz:      9216
```

LINK INFO

Speed: 100G | Duplex: full | Flowcontrol: none  
Media state: active | Up to downs: 8 | HW assist: 514k