



CFBMC-2571 : ONTAP 集群节点在 BMC 15.12 中意外重启

<https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-Issues/CFBMC-2571>

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问题描述

BMC 15.12 (AFF A250、AFF C250、ASA A250、ASA C250 或 FAS500 系统)

- ONTAP 集群节点意外重启：
[node_name: spmgrd: callhome.sp.hbt.stopped:alert]: Call home for SP HBT STOPPED
[node_name: env_mgr: sp.ipmi.lost.shutdown:EMERGENCY]: SP heartbeat stopped and cannot be recovered. To prevent hardware damage and data loss, the system will shut down in 10 minutes.
[node_name: env_mgr: monitor.shutdown.emergency:EMERGENCY]: Emergency shutdown: Environmental Reason Shutdown (System reboot to recover the BMC)
- ONTAP 可能会在事件日志中报告 hwassist 错误：
[node01: cf_hwassist: cf.hwassist.missedKeepAlive:error]: HW-assisted takeover missing keep-alive messages from HA partner (node02)
[node01: cf_hwassist: cf.hwassist.recvKeepAlive:info]: hw_assist: Received hw_assist KeepAlive alert from partner (node02)
- BMC 系统事件日志显示 BMC 执行了软件复位：
Pilot Software reset
Kernel Panic Reboot

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或

FPGA pull BMC whole reset

Pilot FPGA AC cycle