



CFBMC-048 : "Data BMC heartshot STOPED"会导致ONTAP重新启动以恢复BMC

<https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-Issues/CFBMC-3048>

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问题描述

- 如果AFF A250、AFF C250、ASA A250、ASA C250或FAS500f系统上的BMC无响应、则ONTAP会尝试重新启动BMC以恢复它。
- 此操作可能会挂起。
- ONTAP随后会自行重新启动以从这种情况中恢复。
- 以下是指示问题描述的示例事件：

```
13:21:27 [node-01: spmgrd: sp.heartbeat.stopped:error]: Have not received a IPMI heartbeat from the Service Processor (SP) in last 600 seconds.
```

```
13:21:27 [node-01: spmgrd: callhome.sp.hbt.missed:notice]: Call home for SP HBT MISSED
```

```
13:31:46 [node-01: spmgrd: callhome.sp.hbt.stopped:alert]: Call home for SP HBT STOPPED
```

```
...
```

```
13:34:07 [node-01: 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.
```

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13:44:07 [node-01: env_mgr: monitor.shutdown.emergency:EMERGENCY]: Emergency shutdown: Environmental Reason Shutdown (System reboot to recover the BMC)