



CFBMC-3952 : BMC 版本 15.11 的 sp.heartbeat.stopped 事件

<https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-Issues/CFBMC-3952>

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问题描述

适用于：

- AFF A250、AFF C250、ASA A250、ASA C250、FAS500f

EMS 日志：

- 记录了多个 "sp.heartbeat.stopped" 事件：

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

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

- 系统重新启动以恢复 BMC：

```
[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.
```

```
[Node: env_mgr: monitor.shutdown.emergency:EMERGENCY]: Emergency shutdown:
```

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Environmental Reason Shutdown (System reboot to recover the BMC)

BMC 日志:

```
3d9 | 11/29/2024 | 05:25:03 | Power Unit #0x60 | Power off/down | Asserted
3da | OEM record f2 | FPGA pull BMC whole reset
3db | OEM record f2 | Pilot FPGA AC cycle
3dc | 11/29/2024 | 05:25:58 | Unknown #0x53 |
3dd | 11/29/2024 | 05:26:05 | Temperature #0x10 | Lower Non-critical going low
3de | 11/29/2024 | 05:26:05 | Temperature #0x10 | Lower Critical going low
3df | 11/29/2024 | 05:26:05 | Temperature #0x10 | Lower Non-recoverable going low
3e0 | 11/29/2024 | 05:26:05 | Temperature #0x11 | Lower Non-critical going low
3e1 | 11/29/2024 | 05:26:05 | Temperature #0x11 | Lower Critical going low
3e2 | 11/29/2024 | 05:26:05 | Temperature #0x11 | Lower Non-recoverable going low
3e3 | 11/29/2024 | 05:26:05 | Power Supply #0x20 | Presence detected | Asserted
3e4 | 11/29/2024 | 05:26:05 | Power Supply #0x25 | Presence detected | Asserted
3e5 | 11/29/2024 | 05:26:06 | Power Supply #0x72 | Presence detected | Asserted
3e6 | 11/29/2024 | 05:26:06 | Power Supply #0x73 | Presence detected | Asserted
3e7 | 11/29/2024 | 05:26:10 | Battery #0x4a | State Deasserted
3e8 | 11/29/2024 | 05:26:10 | Battery #0x4b | State Asserted
3e9 | 11/29/2024 | 05:26:10 | Battery #0x4c | State Asserted
3ea | 11/29/2024 | 05:26:10 | Battery #0x4d | State Deasserted
3eb | 11/29/2024 | 05:26:10 | Battery #0x4f | State Deasserted
3ec | 11/29/2024 | 05:26:10 | Other FRU #0x50 |
3ed | 11/29/2024 | 05:26:10 | Other FRU #0x50 |
3ee | 11/29/2024 | 05:26:10 | Other FRU #0x50 |
3ef | 11/29/2024 | 05:26:10 | Other FRU #0x50 |
```