



CHW-1873 : AFF A900、ASA A900 或 FAS9500 异常重启，没有重启字符串或错误消息

<https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-Issues/CHW-1873>

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问题描述

- AFF A900、ASA A900 或 FAS9500 系统出现异常重启，且未显示错误消息
- HA 配对节点发起接管，并报告以下事件：

```
[Cluster-01: cf_main: cf.fsm.takeover.noHeartbeat:alert]: Failover monitor: Takeover initiated after no heartbeat was detected from the partner node.  
[Cluster-01: cf_main: cf.fsm.stateTransit:info]: Failover monitor: UP --> TAKEOVER  
[Cluster-01: cf_takeover: ha.takeover.stateChng:debug]: params: {'old_state': 'NOT_IN_TAKEOVER', 'new_state': 'IN_CFO_TAKEOVER'}  
[Cluster-01: cf_takeover: cf.fm.takeoverStarted:notice]: Failover monitor: takeover started
```

- BMC 系统事件日志报告以下内容：

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```

Record 2258: . [IPMI.notice]: 06b3 | 02 | EVT: ef03ffff | PCM_Status | Deassertion
Event, "Power Good"
Record 2259: . [IPMI.notice]: 06b4 | 02 | EVT: 0150aeff | Bat_Curr | Assertion
Event, "Lower Non-critical going low " | Reading: -4.100 | Threshold: -0.050
Record 2260: . [IPMI.notice]: 06b5 | 02 | EVT: 0152aeff | Bat_Curr | Assertion
Event, "Lower Critical going low " | Reading: -4.100 | Threshold: -0.100
.
Record 2266: . [IPMI.notice]: 06bb | 02 | EVT: 6f02ffff | PCM_Status | Assertion
Event, "Fault"
Record 2268: . [IPMI.notice]: 06bd | 02 | EVT: 815200ff | Bat_Curr | Deassertion
Event, "Lower Critical going low " | Reading: 0.000 | Threshold: -0.100
Record 2269: . [IPMI.notice]: 06be | 02 | EVT: 815000ff | Bat_Curr | Deassertion
Event, "Lower Non-critical going low " | Reading: 0.000 | Threshold: -0.050
.
Record 2275: . [BMC.critical]: Filer Reboots <<<<<< System reboot captured by BMC

```

- `bmc status -d` 的输出如下所示：

```

Sep 15 01:53:36 BMCxxxx root: eventfifod 47586.00981(n ): 171(0xc0ab) : CPU
Catastrophic Error asserted
Sep 15 01:53:36 BMCxxxx root: eventfifod 47586.00981(o): 171(0x90ab) : CPU
Catastrophic Error de-asserted
Sep 15 01:53:36 BMCxxxx root: eventfifod 47659.00887(n ): 17(0xc011) : PCH Platform
reset asserted
Sep 15 01:53:36 BMCxxxx root: eventfifod 47659.00887(s): 22(0xe016) : LPC Bus reset
asserted
Sep 15 01:53:36 BMCxxxx root: eventfifod 47659.00887(s): 23(0xe017) : TPM Reset
asserted
Sep 15 01:53:37 BMCxxxx root: eventfifod 47659.00887(s): 24(0xe018) : NIC0 Reset
asserted
Sep 15 01:53:37 BMCxxxx root: eventfifod 47659.00887(s): 25(0xe019) : NIC1 Reset
asserted
Sep 15 01:53:37 BMCxxxx root: eventfifod 47659.00887(s): 27(0xe01b) : NVME reset
asserted}}

```

- 此问题是由于在其中一个 CPU 中观察到灾难性错误情况造成的。