



## CHW-3310 : AFF A90 SP HBT 在 10 分钟内因 sp.ipmi.lost.shutdown 丢失并停止

<https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-Issues/CHW-3310>

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### 问题描述

- 意外节点关闭，BMC 状态不确定。示例：

```
LOADER-B> bmc status
Firmware Version:   UnknownIPv4 Settings
Failed to get IPv4/IPv6 addressing enables: Unknown IPMI completion code.
Failed to get DHCP setting: Unknown IPMI completion code.
  MAC Address:      N/A - Error
  Using DHCP:       Failed to get DHCP setting: Unknown IPMI completion code.
N/A - Error
  IP Address:       Failed to get address: Unknown IPMI completion code.
N/A - Error
  Gateway:         Failed to get gateway: Unknown IPMI completion code.
N/A - Error
  Netmask:         Failed to get netmask: Unknown IPMI completion code.
N/A - Error
*** command status = Error(-1)
```

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- 从 ONTAP 事件中，找到 SP HBT 消息。示例：

```
cluster::> event log show
... EMERGENCY monitor.shutdown.emergency: Emergency shutdown: Environmental Reason
Shutdown (System reboot to recover the SP)
... EMERGENCY sp.ipmi.lost.shutdown: SP heartbeat stopped and cannot be recovered.
To prevent hardware damage and data loss, the system will shut down in 10 minutes.
... ALERT      callhome. sp.hbt.stopped: Call home for SP HBT STOPPED
... ERROR      asup.post.drop: AutoSupport message (HA Group Notification from
node_name (SP HBT STOPPED) ALERT) was not posted to NetApp. The system will drop the
message.
... ERROR      asup.post.drop: AutoSupport message (HA Group Notification from
node_name (SP HBT MISSED) NOTICE) was not posted to NetApp. The system will drop the
message.
```