



# CXone Mpower EXPERT

## 自ONTAP升级以来ZAPI超时

[https://kb-cn-stage.netapp.com/on-prem/ontap/dm/REST-API/REST\\_API\\_KBs/ZAPI\\_timeout\\_since\\_O...](https://kb-cn-stage.netapp.com/on-prem/ontap/dm/REST-API/REST_API_KBs/ZAPI_timeout_since_O...)

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### 适用场景

- ONTAP 9
- NetApp ONTAPI (ZAPI)
- 服务处理器 (SP)
- 基板管理控制器(BMC)

### 问题描述

- ZAPI调用 `<environment-sensors-get-iter>` 在50秒以上后不返回任何值并超时

```
time curl --connect-timeout 30 --user username --insecure --data-ascii '<?xml
version="1.0" encoding="UTF-8"?><netapp xmlns=http://www.netapp.com/filer/admin
version="1.130"> <environment-sensors-get-iter/>
</netapp>' -H "Content-Type: text/xml" 'https://10.11.12.13/servlets/
netapp...Lrequest\_filer'
```

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```

% Total    % Received % Xferd  Average Speed   Time    Time       Time    Current
           Dload  Upload  Total      Spent    Left     Speed
100 3078    0 2929 100 149   34    1 0:02:29  0:01:23  0:01:06  156
real 1m 29.31s
user 0m 0.02s
sys 0m 0.00s

```

- cluster01::\*> system node environment sensors show -node node01

```

Node Sensor          State Value/Units Crit-Low Warn-Low Warn-Hi Crit-Hi
-----
ramfas11
PSU2          normal
GOOD
PSU1          normal
GOOD
Fan3          normal
GOOD
Fan2          normal
GOOD
Fan1          normal
GOOD
SP Status     normal
IPMI_HB_OK
mSATA Status  normal
OK
mSATA Pres    normal
PRESENT

```

Warning: Unable to list entries on node node01. The Service Processor on node "node01" is not reachable. Verify that the SP or BMC is online, verify that api-service is enabled on the SP or BMC, verify that the partner node is running, check if pings from SP or BMC to partner node work, check if hw-assist keep-alives are normal, check that network ports are configured correctly and are functional (up). Then, try the command again.

Error: show failed on node "node01": The Service Processor on node "node01" is not reachable. Verify that the SP or BMC is online, verify that api-service is enabled on the SP or BMC, verify that the partner node is running, check if pings from SP or BMC to partner node work, check if hw-assist keep-alives are normal, check that network ports are configured correctly and are functional (up). Then, try the command again.

8 entries were displayed.

- SP-MGMT-MLOG-TXT.GZ ASUP部分出现SSL错误

```

00000026.021819cb 0448d1c2 Thu Aug 31 2023 18:19:02 +02:00
[kern_servprocd:info:6028] 0x80944b000: 8503e8000083abee: ERR: Servprocd::CLI:
sp_get_sensor_info_worker : TTX ERROR: 7 (SSL_connect: certificate verify

```

```
failed (SSL_error_code = 1))
```

```
00000026.021819cc 0448d1c2 Thu Aug 31 2023 18:19:02 +02:00
```

```
[kern_servprocd:info:6028] 0x80944b000: 8503e8000083abee: ERR: Servprocd::CLI:  
sp_get_sensor_info_worker : EXCEPTION Occured in closing the spcc transport
```

- 重新启动API服务后、问题描述将继续

```
cluster01::*> system service-processor api-service modify -is-enabled false  
cluster01::*> system service-processor api-service modify -is-enabled true  
cluster01::*> system service-processor api-service check -node node01
```

- 重新启动SP/BMC后、问题描述继续

```
cluster01::*> system service-processor reboot-sp -node node01
```

- 重新启动servprocd进程后、问题描述继续