



# CXone Mpower EXPERT

## CVO でディスクが見つからずシステムがパニックに陥る

[https://kb-ja.netapp.com/Cloud/ncds/nds/cvo/cvo\\_kbs/Disk\\_missing\\_on\\_CVO\\_causing\\_system\\_to\\_panic](https://kb-ja.netapp.com/Cloud/ncds/nds/cvo/cvo_kbs/Disk_missing_on_CVO_causing_system_to_panic)

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### 環境

- Cloud Volumes ONTAP (CVO)
- Blue XP (旧称 Cloud Manager)
- Microsoft Azure
- Amazon Web Services (AWS)
- Google Cloud Platform (GCP)
- シングルノードまたはHAペア

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## 問題

- 基盤インフラストラクチャの問題により 1つ以上のディスクにアクセスできなくなり、パニックが発生します：

```
[Cluster-01: pha_remove000: mlm.array.lun.removed:notice]: Array LUN '0b.29' (00000000i3g268fHE60S) is no longer being presented to this node.
```

```
[Cluster-01: dmgr_thread: raid.disk.missing:info]: Disk /aggr04/plex0/rg0/0b.29 S/N [00000000i3g268fHE60S] UID [00000000i3g268fHE60S] is missing from the system
```

```
[Cluster-01: config_thread: sk.panic:alert]: Panic String: aggr aggr04: raid volfsm, fatal disk error in RAID group with no parity disk.. Raid type - raid0 Group name plex0/rg0 state NORMAL. 1 disk failed in the group. Disk 0b.29 S/N [00000000i3g268fHE60S] UID [00000000i3g268fHE60S] error: disk does not exist. in SK process config_thread on release 9.7P7 (C)
```

```
[Cluster-01: config_thread: sk.panic:alert]: params: {'reason': 'aggr aggr04: raid volfsm, fatal disk error in RAID group with no parity disk.. Raid type - raid0 Group name plex0/rg0 state NORMAL. 1 disk failed in the group. Disk 0b.29 S/N [00000000i3g268fHE60S] UID [00000000i3g268fHE60S] error: adapter error prevents command from being sent to device. in SK process config_thread on release 9.7P7 (C) '}
```

- 状況によっては、システムがWAFL Hungパニックでパニックに陥る場合があります：  
Panic String: WAFL hung for aggr1. in SK process waf1\_exempt02 on release 9.9.0 (C)
- AWS/GCP ではプレックス障害が発生し、ノードが「unknow」ステータスに戻る場合があります。

```
SYMPFA:HA Group Notification from Node-02 (SYNCMIRROR PLEX FAILED) ALERT
```

- Azure では、ディスク (Azure HA ルート/データアグリゲートの場合はページ BLOB) にアクセスできない場合、パニックが発生する可能性があります。

```
Thu Nov 20 22:06:40 -0500 [Cluster-01: rc: sk.panic:alert]: Panic String: DIAGNOSTIC PANIC Disk deleted or missing on cloud shared HA in SK process rc on release 9.16.1P8 (C)
```

- HA Group Notification (PARTNER DOWN, TAKEOVER IMPOSSIBLE ) EMERGENCYアラートによりサポートケースが自動的に作成される可能性があります