ディスク シェルフの電源障害によるHAペアのパニックイベントと再起動

https://kb-ja.netapp.com/on-prem/ontap/OHW/OHW-KBs/HA-pair_Panic_event_and_reboot_due_to_fa…
Updated: Tue, 24 Nov 2026 08:11:36 GMT

環境

- ONTAP 9
- NS224ディスクシェルフ

問題

- HAペア内の両方のノードでマルチディスクエラーが発生し、ディスクへのアクセスが失われたために再起

'NetApp provides no representations or warranties regarding the accuracy or reliability or serviceability of any information or recommendations provided in this publication or with respect to any results that may be obtained by the use of the information or observance of any recommendations provided herein. The information in this document is distributed AS IS and the use of this information or the implementation of any recommendations or techniques herein is a customers responsibility and depends on the customers ability to evaluate and integrate them into the customers operational environment. This document and the information contained herein may be used solely in connection with the NetApp products discussed in this document.'

動する：

```
Sat Nov 25 10:17:05 +0000 [netapp01-01: fmmbx_instanceWorker:
cf.multidisk.fatalProblem:error]: Node encountered a multidisk error or
other fatal error while waiting to be taken over. Permanent errors on all
HA mailbox disks (while marshalling header).

Sat Nov 25 10:17:06 +0000 [netapp01-02: fmmbx_instanceWorker:
sk.panic:alert]: Panic String: Permanent errors on all HA mailbox disks
(while marshalling header) in SK process fmmbx_instanceWorker on release
9.11.1P8 (C)
```

- シェルフに接続されているストレージポートのリンクダウンアラート：

```
Sat Nov 25 10:15:39 +0000 [netapp01-01: kernel: netif.linkDown:info]:
Ethernet e10b: Link down, check cable.
Sat Nov 25 10:15:39 +0000 [netapp01-01: intr: netif.linkDown:info]:
Ethernet e10b-30: Link down, check cable.
Sat Nov 25 10:15:39 +0000 [netapp01-01: kernel: netif.linkDown:info]:
Ethernet e2a: Link down, check cable.
Sat Nov 25 10:15:39 +0000 [netapp01-01: intr: netif.linkDown:info]:
Ethernet e2a-30: Link down, check cable.

Sat Nov 25 10:15:39 +0000 [netapp01-02: kernel: netif.linkDown:info]:
Ethernet e2a: Link down, check cable.
Sat Nov 25 10:15:39 +0000 [netapp01-02: intr: netif.linkDown:info]:
Ethernet e2a-30: Link down, check cable.
Sat Nov 25 10:15:39 +0000 [netapp01-02: kernel: netif.linkDown:info]:
Ethernet e10b: Link down, check cable.
Sat Nov 25 10:15:39 +0000 [netapp01-02: intr: netif.linkDown:info]:
Ethernet e10b-30: Link down, check cable.
```

- AutoSupport EMS ログにディスク シェルフの電源障害が表示されない場合があります
- ディスク シェルフのログには、電源マネージャからの PSU アラートが報告されます：

```
Sat Nov 25 10:14:42 2023 (  148+23:59:17.135); 030B0060; S1; ENC_MGT;
power_manager; 04; PCM 2 local fan power restored
Sat Nov 25 10:14:42 2023 (  148+23:59:17.135); 030B0084; S1; ENC_MGT;
power_manager; 02; Clearing PSU AC Missing (non-redundant) alarm
Sat Nov 25 10:14:43 2023 (  148+23:59:18.126); 030B005C; S1; ENC_MGT;
```

© 2023 NetApp.No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner. For more information, see Legal Notices.

```
power_manager; 04; PCM 2 fault cleared, assume power restored (1600W)
Sat Nov 25 10:14:43 2023 (  148+23:59:18.126); 030B0078; S1; ENC_MGT;
power_manager; 02; Clearing PSU Fail (non-redundant) alarm
Sat Nov 25 10:14:51 2023 (  148+23:59:26.123); 030B006F; S1; ENC_MGT;
power_manager; 02; PCM 1 DC FAILURE Fault Detected
Sat Nov 25 10:14:51 2023 (  148+23:59:26.123); 030B0072; S1; ENC_MGT;
power_manager; 02; Setting FAIL MIN REDUNDANT alarm for PCM 1
Sat Nov 25 10:14:51 2023 (  148+23:59:26.123); 030B005B; S1; ENC_MGT;
power_manager; 04; PCM 1 faults indicate loss of power (1600W)
Sat Nov 25 10:14:52 2023 (  148+23:59:27.124); 030B005C; S1; ENC_MGT;
power_manager; 04; PCM 1 fault cleared, assume power restored (1600W)
Sat Nov 25 10:14:52 2023 (  148+23:59:27.124); 030B0076; S1; ENC_MGT;
power_manager; 02; Clearing PSU Fail (min-redundant) alarm
Sat Nov 25 10:14:55 2023 (  148+23:59:30.135); 030B006F; S1; ENC_MGT;
power_manager; 02; PCM 2 PCM FAILURE Fault Detected
Sat Nov 25 10:14:55 2023 (  148+23:59:30.135); 030B0072; S1; ENC_MGT;
power_manager; 02; Setting FAIL MIN REDUNDANT alarm for PCM 2
Sat Nov 25 10:14:55 2023 (  148+23:59:30.135); 030B006F; S1; ENC_MGT;
power_manager; 02; PCM 2 TURNED OFF Fault Detected
```

© 2023 NetApp.No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner. For more information, see Legal Notices.