



# NiCE

由于 validateDevnums 无法 getDriveDevnum 导致意外的 E 系列控制器重新启动

[https://kb-cn.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/Unexpected\\_E-series\\_controller\\_reboot...](https://kb-cn.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/Unexpected_E-series_controller_reboot...)

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## 适用于

- EF570
- SANtricity 操作系统 11.70

## 问题

- 控制器意外重新启动，在 `state-capture-data.txt` `excLogShow` 输出中出现以下错误消息

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```
DriveMgr::validateDevnums failed to getDriveDevnum for  
5002538005417f30000000000000000000
```

- 主要事件日志：

```
B:5/20/25, 3:04:12 PM (15:04:12) 17925 4010Controller reset - Shelf 99,  
Bay B - Reboot Reason : Comp ID 0x07, Reason 0x02, Extra 0x00 - Not  
decoded
```