



## 环境传感器输出因超时操作失败

 $https://kb-cn.netapp.com/on-prem/ontap/OHW/OHW-KBs/Environment\_sensors\_output\_fails\_due\_to\_ti...$ 

Updated: 周五, 11 7月 2025 08:04:45 GMT

## 适用场景

- ONTAP 9
- AF-A800
- 服务处理器 (SP)
- 基板管理控制台(BMC)

## 问题描述

• 尝试从节点获取环境传感器输出时报告以下错误:

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```
Node-01
      PSU2 FRU
                    normal
                       GOOD
      PSU1 FRU
                     normal
           GOOD
      NVDIMMO Health
                       normal
                       GOOD
      NVDIMM1 Health normal
                       GOOD
      SP Status
                     normal
   IPMI HB OK
   Warning: Unable to list entries on node Node-01. Timeout: Operation
   "bmc client bmc get sensor info iterator::modify imp()" took longer than
   25 seconds to complete [from mgwd on node "Node-01" (VSID: -1) to
   servprocd at 127.0.0.1]
   Error: show failed: Timeout: Operation
   "bmc client bmc get sensor info iterator::modify imp()" took longer than
   25 seconds to complete [from mgwd on node "Node-01" (VSID: -1) to
   servprocd at 127.0.0.1]
   5 entries were displayed.
• 系统节点电源显示的输出也失败,并出现超时错误:
   ::> system node power show
   Node
              Status
   _____
   Error: Timeout: Operation
   "bmc client system power status iterator::modify imp()" took longer than
   25 seconds to complete [from mgwd on node "Node-01" (VSID: -1) to
   servprocd at 127.0.0.1]
   Node-01
   Node-02
   2 entries were displayed.
• 从受影响的节点可以看到以下事件SP-MGMT-MLOG-TXT.GZ部分:
```

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```
[kern_servprocd:info:55561] 0x809824c00: 8503e800016b9888: NOTICE:
Servprocd::CLI: get_spcs_port : spcs port value in sp_api_service mdb is
50000
[kern_servprocd:info:55561] 0x809824c00: 8503e800016b9888: ERR:
Servprocd::CLI: sp_get_sensor_info_worker : TTX ERROR: 2 (THRIFT_POLL (timed out))
[kern_servprocd:info:55561] 0x809824c00: 8503e800016b9888: ERR:
Servprocd::CLI: sp_get_sensor_info_worker : EXCEPTION Occured in closing the spcc transport
[kern_servprocd:info:55561] Thrift: Fri Jul  4 00:14:51 2025 SSL_shutdown:
shutdown while in init (SSL_error_code = 1)
[kern_servprocd:info:55561] 0x809824c00: 8503e800016b9888: ERR:
Servprocd::bmc_client: bmc_get_sensor_info_imp: target_node=Node-01, err=The operation timed out.
```

- SP API 服务内部证书根据此 KB 进行更新: <u>Active IQ Wellness Risk: ONTAP在与SP/ BMC通信时报告错误</u>
- 重新启动BMC并重新启动服务处理器守护程序后没有任何变化。