



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...

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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：

```
::> system environment sensors show -node Node-01
Node Sensor          State Value/Units Crit-Low Warn-Low Warn-Hi Crit-Hi
```

```

-----
Node-01
    PSU2 FRU          normal
                        GOOD
    PSU1 FRU          normal
                        GOOD
    NVDIMM0 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：

```
[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：[Active IQ Wellness Risk : ONTAP在与SP/ BMC通信时报告错误](#)
- 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。