



即使清除异步 API 记录后，Element Software 升级仍会停滞

https://kb-cn.netapp.com/on-prem/SolidFire/Element_OS_Kbs/Element_Software_upgrade_stalls_even...

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适用场景

- 管理节点 (mNode) 11.3 及更高版本
- Hybrid Cloud Control (HCC)
- [由于异步 API 调用的结果积累过多，使用 Element Software 升级错误清除异步 API 记录无法解决问题。](#)

问题描述

- 健康检查失败，原因是 `excessive accumulation of results from asynchronous API calls`。

– Cluster Errors

Cluster	Description	Resolution
	 Verify that the cluster configuration database does not have an excessive accumulation of results from asynchronous API calls.	Run <code>sfclearasyncresults</code> to reduce the accumulation by purging older results.

- 健康检查未在“数据”部分返回 AsyncAPI 调用次数。该数字应该显示在这里。但是，它却为空。

```
{
  "KB": "https://kb.netapp.com/Advice_and_Troubleshooting/
Data_Storage_Software/Element_Software/
Element_Software_upgrade_error_because_of_excessive_accumulation_of_results_f
"checkID": null,
"data": {},
"description": "Verify that the cluster configuration database does not
have an excessive accumulation of results from asynchronous API calls.",
"displayName": "Validate number of async results",
"name": "check_async_results",
"passed": false,
"remedy": "Run sfclearasyncresults to reduce the accumulation by purging
older results."
}
```

- 由于健康检查阶段的异步 API 变量检查，使用 HCC 升级 Element Software 时出现卡顿。升级日志记录了以下错误。

```
"2022-06-16T00:44:38.302Z | 12 | 1399365 | MainProcess-HC-172.16.0.100
| validation_checks:249 | INFO | Running check_async_results on
node Cluster.",
"2022-06-16T00:44:38.302Z | 12 | 1399365 | MainProcess-HC-172.16.0.100
| interfaces:143 | INFO | Updating status to :
TaskState.running",
"2022-06-16T00:44:38.344Z | 12 | 1399407 | MainProcess-HC-172.16.0.100
| interfaces:66 | ERROR | Thread run caught unhandled
exception : <class 'Exception'> Got ambiguous input for polymorphic
field",
```

