



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

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

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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。

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- Cluster Errors

Cluster

Description

Resolution

Verify that the cluster configuration database does not have an excessive accumulation of results from asynchronous API calls.

Run sfclearasyncresults 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。

