

@mindtouch"

由于无法通过网络访问集群交换机、交换机运行状况已降级

https://kb-cn.netapp.com/on-prem/ontap/OHW/OHW-KBs/Switch-Health_degraded_due_to_cluster_swi... Updated: 周五, 11 7月 2025 14:57:37 GMT

适用场景

- 所有集群交换机
- ONTAP 9

问题描述

• system health subsystem show 显示以下内容

Subsystem Health ------SAS-connect ok Environment ok Memory ok

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```
Service-Processor ok
                 degraded
Switch-Health
CIFS-NDO
                  ok
Motherboard
                  ok
IO
                  ok
MetroCluster
                  ok
MetroCluster Node ok
FHM-Switch
                  ok
FHM-Bridge
                  ok
SAS-connect Cluster ok
13 entries were displayed.
```

```
• 对ONTAP中的每个管理接口执行Ping操作失败
```

```
cluster-01::> network ping -vserver cluster-01 -lif
cluster-01 Cluster mgmt -destination 192.168.0.1
no answer from 172.22.2.63
cluster-01::> network ping -vserver cluster-01 -lif
cluster-01 Cluster mgmt -destination 192.168.0.2
no answer from 172.22.2.62
cluster-01::> network ping -vserver cluster-01 -lif node-02_mgmt
-destination 192.168.0.1
no answer from 172.22.2.63
cluster-01::> network ping -vserver cluster-01 -lif node-02 mgmt
-destination 192.168.0.2
no answer from 172.22.2.62
cluster-01::> network ping -vserver cluster-01 -lif node-01 mgmt
-destination 192.168.0.1
no answer from 172.22.2.63
cluster-01::> network ping -vserver cluster-01 -lif node-01 mgmt
-destination 192.168.0.2
no answer from 172.22.2.62
```

• 客户无法从其工作站ping交换机

```
C:\>ping 192.168.0.1
```

```
Pinging 192.168.0.1 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.
Ping statistics for 192.168.0.1:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
C:\>ping 192.168.0.2
```

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```
Pinging 192.168.0.2 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.
Ping statistics for 192.168.0.2:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

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