



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...

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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
```

```
Service-Processor ok
Switch-Health      degraded
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
```

```
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),
```