



在具有动态阈值的 ONTAP 版本中报告可更正的内存错误

https://kb-cn.netapp.com/on-prem/ontap/OHW/OHW-KBs/Correctable_memory_errors_reporting_in_O...

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适用于

ONTAP 版本：

- 9.5 及更高主要版本
- 9.4P6 及更高版本 P 发布
- 9.3P11 及更高版本 P 发布
- 9.1P18 及更高版本 P 发布

平台：

- AFF 系统
- ASA 系统
- FAS 系统
- 关键CECC计数内存错误警报

注意：对于所有其他 ONTAP 版本，请参阅[如何排除 FAS 和 AFF 系统上的可更正内存错误](#)

问题描述

- 运行状况警报 AutoSupport 消息：

```
HA Group Notification (Health Monitor process nphm:
CriticalCECCCountMemErrAlert[DIMM-16]) ALERT
```

- EMS 报告：

```
[mgwd: callhome.hm.alert.critical:alert]: Call home for Health Monitor
process nphm: CriticalCECCCountMemErrAlert[DIMM-16].
```

- 管理日志

```
[nphmd: hm.alert.raised:alert]: Alert Id = CriticalCECCCountMemErrAlert ,
Alerting Resource = DIMM-16 raised by monitor controller
```

- 运行状况监控报告

```
::> system health alert show
Node: Node1
Alert ID: CriticalCECCCountMemErrAlert
Resource: DIMM-1
Severity: Critical
Indication Time: Wed Jan 10 16:45:18 2024
Suppress: false
Acknowledge: false
Probable Cause: The DIMM has degraded, leading to memory errors.
Possible Effect: Memory issues can lead to a catastrophic system panic,
which can lead to data downtime on the node.
Corrective Actions:
1. Contact technical support to obtain a new DIMM of the same
```

specification.

2. If possible, perform a takeover of this node and bring the node down for maintenance.
3. Refer to the DIMM replacement guide for your given hardware platform to replace the DIMM.
4. Bring the storage system online.

AlertAdditional Information

Slot Name: DIMM-16
CPU Socket: 0
Channel: 0
Slot Number on a Channel: 0
Correctable ECC Error Count: 329793
Uncorrectable ECC Error Count: 0
Correctable ECC Error Limit: 0
CECC Alert Method: bucket
Correctable ECC Replace DIMM: true
Failure Reason: none
Correctable ECC Error Minimum Count: 325104
Correctable ECC Error Bucket Count: 177243
Correctable ECC Replace DIMM Count: 3
DIMM Serial Number: *****
Node Serial Number: *****
Node Model: FAS*****
Alerting Resource Name DIMM-16

- 内存 DIMM 显示将 DIMM 状态报告为已降级

```
Cluster::>memory dimm show
```

	DIMM	UECC	CECC	Alert	CPU	Slot	
Failure	Name	Count	Count	Method	Socket	Channel	Number Status
Reason							
Cluster-01	DIMM-1	0	0	bucket	1	0	0 ok
none	DIMM-2	0	0	bucket	1	0	1 ok

```

none
      DIMM-3      0      0 bucket      1      1      0 ok
none
      DIMM-4      0      0 bucket      1      1      1 ok
none
      DIMM-5      0      0 bucket      1      3      1 ok
none
      DIMM-6      0      0 bucket      1      3      0 ok
none
      DIMM-7      0      0 bucket      1      2      1 ok
none
      DIMM-8      0      0 bucket      1      2      0 ok
none
      DIMM-9      0      0 bucket      0      2      0 ok
none
      DIMM-10     0      0 bucket      0      2      1 ok
none
      DIMM-11     0      0 bucket      0      3      0 ok
none
      DIMM-12     0      0 bucket      0      3      1 ok
none
      DIMM-13     0      0 bucket      0      1      1 ok
none
      DIMM-14     0      0 bucket      0      1      0 ok
none
      DIMM-15     0      0 bucket      0      0      1 ok
none
      DIMM-16     0      0 bucket      0      0      0
degraded none

```

- 当在 AutoSupport 日志中的 sktrace 中看到错误时，可能会出现性能问题

```

CECC_LOG_ENTRY: Number of correctable ECC since boot 355314194: Information about
Correctable ECC: ECC error at DIMM 8: CE-12-1234-12345678,ADDR 0xaada0eec0, (Node(0),
Memory controller(1), CH(2), DIMM(0), Rank(0), Bank Group(3), Bank(0x2), Row(0x2174),
Col(0x1d8))

```