

知 cas cvk主机网卡故障告警，网卡状态不活动，手动启动失败

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组网及说明

0535

## 问题描述

一台主机两个网卡产生主机网卡故障告警，这两张网卡状态不活动，hdm看网卡状态正常，灯正常

告警列表

级别	确认状态	告警来源	类型	告警信息	最新告警时间	首次告警时间	重复次数
紧急	未确认	主机[...]	故障告警	主机网卡[...]	2021-12-14 15:00:52	2021-12-14 05:08:52	593
紧急	未确认	主机[...]	故障告警	主机网卡[...]	2021-12-14 15:00:32	2021-12-14 05:08:32	593

物理网卡

物理接口	型号	MAC地址	速率(Mbps)	状态	MTU	驱动	NUMA	设备地址	操作
eth4	Intel Corporation I350 Gigabit Network Connection	88:11:13:31:1b:3b	--	不活动	1500	内核驱动	0	0000:02:00:0	⊕
eth0	Broadcom Inc. and subsidiaries BCM57302 NetXtreme...	00:26:8d:29:3d:3d	10000	活动	1500	内核驱动	0	0000:01:00:0	⊕
eth3	Broadcom Inc. and subsidiaries BCM57302 NetXtreme...	00:26:8d:29:3d:3d	--	不活动	1500	内核驱动	0	0000:21:00:1	⊕
eth7	Intel Corporation I350 Gigabit Network Connection	88:11:13:31:1b:3b	--	不活动	1500	内核驱动	0	0000:02:00:3	⊕
eth5	Intel Corporation I350 Gigabit Network Connection	88:11:13:31:1b:3b	--	不活动	1500	内核驱动	0	0000:02:00:1	⊕
eth1	Broadcom Inc. and subsidiaries BCM57302 NetXtreme...	00:26:8d:29:3d:3d	10000	活动	1500	内核驱动	0	0000:01:00:1	⊕
eth2	Broadcom Inc. and subsidiaries BCM57302 NetXtreme...	00:26:8d:29:3d:3d	--	不活动	1500	内核驱动	0	0000:21:00:0	⊕

## 过程分析

### 1、后台查看网卡状态也为down

```
root@cvknode05:~# ip a |grep DOWN
2: eth2: <BROADCAST,MULTICAST> mtu 1500 qdisc htb master ovs-system state DOWN group default qlen 1000
3: eth3: <BROADCAST,MULTICAST> mtu 1500 qdisc htb master ovs-system state DOWN group default qlen 1000
```

### 2、查看messge日志，发现日志一致在刷报错Error (timeout: 500) msg

```
Dec 14 06:52:14 cvknode rsyslogd: [origin software="rsyslogd" swversion="5.8.6" x-pid="2266" x-info="http://www.rsyslog.com"]
Dec 14 06:52:14 cvknode rsyslogd: [origin software="rsyslogd" swversion="5.8.6" x-pid="2266" x-info="http://www.rsyslog.com"]
Dec 14 06:56:45 cvknode kernel: [31415448.003979] bnxt_en 0000:21:00.0 eth2: Error (timeout: 500) msg {0xffff 0xde71} len:0
Dec 14 06:56:46 cvknode kernel: [31415448.851732] bnxt_en 0000:21:00.1 eth3: Error (timeout: 500) msg {0xffff 0xdd75} len:0
Dec 14 07:02:06 cvknode kernel: [31415769.001152] bnxt_en 0000:21:00.0 eth2: Error (timeout: 500) msg {0xffff 0xde72} len:0
Dec 14 07:02:07 cvknode kernel: [31415769.846341] bnxt_en 0000:21:00.1 eth3: Error (timeout: 500) msg {0xffff 0xdd76} len:0
Dec 14 07:07:27 cvknode kernel: [31416090.001139] bnxt_en 0000:21:00.0 eth2: Error (timeout: 500) msg {0xffff 0xde73} len:0
Dec 14 07:07:28 cvknode kernel: [31416090.846258] bnxt_en 0000:21:00.1 eth3: Error (timeout: 500) msg {0xffff 0xdd77} len:0
Dec 14 07:12:48 cvknode kernel: [31416410.999228] bnxt_en 0000:21:00.0 eth2: Error (timeout: 500) msg {0xffff 0xde74} len:0
Dec 14 07:12:49 cvknode kernel: [31416411.840224] bnxt_en 0000:21:00.1 eth3: Error (timeout: 500) msg {0xffff 0xdd78} len:0
Dec 14 07:18:09 cvknode kernel: [31416731.995327] bnxt_en 0000:21:00.0 eth2: Error (timeout: 500) msg {0xffff 0xde75} len:0
Dec 14 07:18:10 cvknode kernel: [31416732.839533] bnxt_en 0000:21:00.1 eth3: Error (timeout: 500) msg {0xffff 0xdd79} len:0
Dec 14 07:23:30 cvknode kernel: [31417052.995146] bnxt_en 0000:21:00.0 eth2: Error (timeout: 500) msg {0xffff 0xde76} len:0
Dec 14 07:23:31 cvknode kernel: [31417053.839598] bnxt_en 0000:21:00.1 eth3: Error (timeout: 500) msg {0xffff 0xdd7a} len:0
Dec 14 07:28:51 cvknode kernel: [31417373.996020] bnxt_en 0000:21:00.0 eth2: Error (timeout: 500) msg {0xffff 0xde77} len:0
Dec 14 07:28:52 cvknode kernel: [31417374.839684] bnxt_en 0000:21:00.1 eth3: Error (timeout: 500) msg {0xffff 0xdd7b} len:0
Dec 14 07:34:12 cvknode kernel: [31417694.995671] bnxt_en 0000:21:00.0 eth2: Error (timeout: 500) msg {0xffff 0xde78} len:0
Dec 14 07:34:13 cvknode kernel: [31417695.839801] bnxt_en 0000:21:00.1 eth3: Error (timeout: 500) msg {0xffff 0xdd7c} len:0
Dec 14 07:39:33 cvknode kernel: [31418015.994416] bnxt_en 0000:21:00.0 eth2: Error (timeout: 500) msg {0xffff 0xde79} len:0
Dec 14 07:39:34 cvknode kernel: [31418016.840102] bnxt_en 0000:21:00.1 eth3: Error (timeout: 500) msg {0xffff 0xdd7d} len:0
Dec 14 07:44:54 cvknode kernel: [31418336.989198] bnxt_en 0000:21:00.0 eth2: Error (timeout: 500) msg {0xffff 0xde7a} len:0
```

### 3、硬件侧排查发现无硬件问题

### 4、参考该链接，看现象像同一个问题<https://www.dell.com/community/PowerEdge-Hardware-General/Critical-network-bnxt-en-module-crashes-on-14G-servers/td-p/6031769/page/2>

怀疑是和固件或bios版本有关

#### 解决方法

联系服务器厂商升级服务器bios版本后，网卡恢复正常状态。

