



Troubleshooting for `ses.shelf.drwr.phy.rateunkwn` against one shelf triggers Disk Reconstruction

https://kb-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Troubleshooting_for_ses.shelf.drwr.phy.ra...

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Applies to

- DS460 Shelf
- DS shelf firmware 3.10
- AFF/FAS
- ONTAP 9

Issue

- Cluster reporting `ses.shelf.drwr.phy.rateunkwn` against one shelf. **Example:**

```
[node_name: dsa_worker0: ds.sas.running.disparity:debug]: [DCM5-1] on  
channels 0c shelf ID 20 IOM B bay - reports running disparity errors.
```

```
[node_name: dsa_worker4: ds.sas.hostphy.disableErr:debug]: Port [DCM5-1] on channels 0c shelf ID 20 IOM B disabled due to excessive invalid dword error.
```

```
[node_name: dsa_worker4: callhome.hostport.disable:debug]: Call home for HOST_PORT_FAIL - Disabled by IOM
```

```
[node_name: dsa_disc: ses.shelf.drwr.phy.rateunkwn:debug]: Drive shelf 20, module B, drawer 5, PHY 13 is reporting an unknown link rate.
```

- The issue remains after a shelf firmware upgrade to version 0310
- The issue remains after the IOM re-seat of the reported shelf
- The issue remains after SAS and Snake (Chain) drawer cables of the reported drawers.
- Missing paths recovered during disk re-seat against reported drives in `phy.rateunkwn` messages.
- During the disk re-seat, the cluster reports `DISK REDUNDANCY FAILED` messages. **Example:**

```
[node_name: dsa_disc: callhome.dsk.redun.fault:error]: Call home for DISK REDUNDANCY FAILED
```

- The disks re-seated were part of the same RAID group and a reconstruction started.