



## **ctran events**

### **ONTAP 9.11.1 EMS reference**

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# ctran events

## ctran.disabled events

### ctran.disabled

#### Severity

INFORMATIONAL

#### Description

This message occurs when Kernel Cluster Services (KCS) Cluster Transaction Manager (CTRAN) subsystem is disabled.

#### Corrective Action

This happens only when the local node went out of CLAM quorum. Take the corrective action specified in EMS\_clam\_node\_ooq event.

#### Syslog Message

CTRAN subsystem is now disabled.

#### Parameters

(None).

## ctran.enabled events

### ctran.enabled

#### Severity

INFORMATIONAL

#### Description

This message occurs when Kernel Cluster Services (KCS) Cluster Transaction Manager (CTRAN) subsystem is enabled.

#### Corrective Action

No action is needed.

#### Syslog Message

CTRAN subsystem is now enabled.

#### Parameters

(None).

## ctran.gbuf events

### ctran.gbuf.alloc.unsuccessful

## Severity

NOTICE

## Description

This message occurs when one or more attempts to allocate a message buffer to convey messages between nodes for the Kernel Cluster Services (KCS) Cluster Transaction Manager (CTRAN) has been unsuccessful.

## Corrective Action

If this message occurs more than 10 times in a hour KCS CTRAN logs will need to be collected for further analysis. Trigger an ALL autosupport by using, "autosupport invoke -node \* -message "ctran.gbuf.alloc.unsuccessful" -type all", a diagnostic autosupport by using "autosupport invoke-diagnostic -node \* -message "ctran.gbuf.alloc.unsuccessful" -subsystem kcs" and contact NetApp technical support support.

## Syslog Message

Attempt to allocate a message buffer for CTRAN has been unsuccessful. Total number of unsuccessful attempts is %u.

## Parameters

**attempts\_failed** (LONGINT): Total number of message buffer allocation attempts that have been unsuccessful.

# ctran.gc events

## ctran.gc.proposal.stuck

## Severity

EMERGENCY

## Description

This message occurs when the Cluster Transaction Manager (CTRAN) Group Coordinator (GC) of a group runs a prop-done probe for a proposal longer than anticipated.

## Corrective Action

KCS CTRAN logs need to be collected for further analysis. Trigger an ALL AutoSupport® message by using the "autosupport invoke -node \* -message "ctran.gc.proposal.stuck" -type all" command. Also trigger a diagnostic AutoSupport by using the "autosupport invoke-diagnostic -node \* -message "ctran.gc.proposal.stuck" -subsystem kcs" command. Then contact NetApp technical support support.

## Syslog Message

CTRAN group %s has attempted a prop\_done probe %d times against gm\_id %ld on node %s with UUID %s for txn %ld with opcode %d.

## Parameters

**group\_name** (STRING): Name of the group being polled.  
**attempts** (LONGINT): Number of attempts.  
**gm\_id** (LONGINT): Group member (GM) ID.  
**node\_name** (STRING): Name of the node the GM resides on.  
**node\_uuid** (STRING): UUID of the node the GM resides on.  
**trans\_id** (LONGINT): ID of the stuck transaction.  
**opcode** (INT): Operation type of the stuck transaction.

## ctran.gc.reselection.failed

### Severity

ALERT

### Description

This message occurs when some Kernel Cluster Services (KCS) Cluster Transaction Manager (CTRAN) groups lose their Group co-ordinator (GC) and a subsequent GC reselection process fails to complete.

### Corrective Action

Reboot the node, and if the node is waiting for giveback then perform a giveback.

### Syslog Message

CTRAN GC Reselection failed on local node (name=%s, id=%llu).

### Parameters

**localhostname** (STRING): The host name of the local node.

**localnodeid** (LONGINT): The node ID of the local node.

## ctran.group events

### ctran.group.reset.failed

### Severity

EMERGENCY

### Description

This message occurs when an attempt to reset a group by Kernel Cluster Services (KCS) Cluster Transaction Manager (CTRAN) fails.

### Corrective Action

KCS CTRAN logs will need to be collected for further analysis. Trigger an ALL autosupport by using "autosupport invoke -node \* -message "ctran.group.reset.failed" -type all", a diagnostic autosupport by using "autosupport invoke-diagnostic -node \* -message "ctran.group.reset.failed" -subsystem kcs" and contact NetApp technical support support.

### Syslog Message

Group reset for %s has failed on node %s.

### Parameters

**localhostname** (STRING): The host name of the local node.

**group\_name** (STRING): The group on which the group reset operation is attempted.

## ctran.jpc events

### ctran.jpc.assigned

### Severity

INFORMATIONAL

## Description

This message occurs when a Join Proposal Coordinator (JPC) node is assigned by Kernel Cluster Services (KCS) Cluster Transaction Manager (CTRAN).

## Corrective Action

(None).

## Syslog Message

Cluster node (name=%s, ID=%llu) is the Join Proposal Coordinator (JPC) node.

## Parameters

**nodename** (STRING): Host name of the JPC node.

**node\_id** (LONGINT): Node id of the JPC node.

## ctran.jpc.multiple.nodes

### Severity

EMERGENCY

## Description

This message occurs when multiple Join Proposal Coordinator (JPC) nodes for the Cluster Transaction Manager (CTRAN) are detected.

## Corrective Action

KCS CTRAN logs will need to be collected for further analysis. Trigger an ALL autosupport by using, "autosupport invoke -node \* -message "ctran.jpc.multiple.nodes" -type all", a diagnostic autosupport by using "autosupport invoke-diagnostic -node \* -message "ctran.jpc.multiple.nodes" -subsystem kcs" and contact NetApp technical support support.

## Syslog Message

Cluster node %u detected multiple JPC nodes (node %u reports JPC %u, node %u reports JPC %u)

## Parameters

**local\_node\_id** (LONGINT): ID of the local node.

**src\_node\_id\_1** (LONGINT): ID of the first node reporting a JPC.

**jpc\_node\_id\_1** (LONGINT): ID of the JPC node reported by src\_node\_id\_1.

**src\_node\_id\_2** (LONGINT): ID of the second node reporting a JPC.

**jpc\_node\_id\_2** (LONGINT): ID of the JPC node reported by src\_node\_id\_2.

## ctran.jpc.not.found

### Severity

EMERGENCY

## Description

This message occurs when this node cannot find a Join Proposal Coordinator (JPC) within the cluster for Kernel Cluster Services (KCS) Cluster Transaction Manager (CTRAN). Until this error is resolved the reporting node will not be able to participate in distributed operations.

## Corrective Action

Perform a planned takeover/giveback sequence to reset the reporting node non-disruptively by using the "takeover -ofnode (reporting node)" and "giveback -ofnode (reporting node)" commands. If the error

message is still seen KCS CTRAN logs will need to be collected for further analysis. Trigger an ALL autosupport by using "autosupport invoke -node \* -message "ctran.jpc.not.found" -type all", a diagnostic autosupport by using "autosupport invoke-diagnostic -node \* -message "ctran.jpc.not.found" -subsystem kcs" and contact NetApp technical support support.

### Syslog Message

This node was unable to locate a Join Proposal Coordinator (JPC) node.

### Parameters

(None).

## ctran.jpc.valid.failed

### Severity

EMERGENCY

### Description

This message occurs when the Join Proposal Coordinator (JPC) validation fails due to an inconsistent state of some of the Cluster Transaction Manager (CTRAN) group members following a JPC reselection event. In some cases, this can result in loss of SAN data access, CLI command failures and/or giveback failures.

### Corrective Action

Reset the CTRAN subsystem during a maintenance window by placing the node specified ineligible by using "cluster modify -node (node reporting error) -eligibility false". Once complete return the node to service by entering "cluster modify -node (node reporting error) -eligibility true". Note, making a node ineligible impacts all protocols on that node. During the time that a node is ineligible, it will not serve any data. If a non-disruptive resolution is desired, takeover the reporting node by using "takeover -of-node (reporting-node)", and then returning it to service by "giveback -of-node (reporting-node)" when it is ready. If the error is still seen KCS CTRAN logs will need to be collected for further analysis. Trigger an ALL autosupport by using "autosupport invoke -node \* -message "ctran.jpc.valid.failed" -type all", a diagnostic autosupport by using "autosupport invoke-diagnostic -node \* -message "ctran.jpc.valid.failed" -subsystem kcs" and contact NetApp technical support support.

### Syslog Message

CTRAN JPC validation failed on local node (name=%s, id=%llu, num\_groups=%llu).

### Parameters

**localhostname** (STRING): Host name of the local node.

**localnodeid** (LONGINT): Node ID of the local node.

**numgroups** (LONGINT): Number of inconsistent groups.

## ctran.net events

### ctran.net.unreachable

### Severity

ALERT

### Description

This message occurs when the Cluster Transaction Manager (CTRAN) on the local node is unable to reach a peer node that it believes is in CLAM quorum.

## Corrective Action

Check all cluster interfaces on the node initiating this error message and the peer node specified in the message. \* Ensure all interfaces are in up state with "network interface show -role cluster". \* Ensure that each node initiating this message can reach their peer node with "cluster ping". \* Check the cluster interconnect switches and correct any issues found with the health or configuration found. If the error still persists KCS CTRAN logs will need to be collected for further analysis. Trigger an ALL autosupport by using, "autosupport invoke -node \* -message "ctran.net.unreachable" -type all", a diagnostic autosupport by using "autosupport invoke-diagnostic -node \* -message "ctran.net.unreachable" -subsystem kcs" and contact NetApp technical support support.

## Syslog Message

Node %s (id=%llu) is unable to reach peer node %s (id=%llu) on connection %s (ACN=0x%08llx).

## Parameters

**local\_node\_name** (STRING): Node name of the local node.  
**local\_node\_id** (LONGINT): Node ID of the local node.  
**peer\_node\_name** (STRING): Node name of the unreachable peer node.  
**peer\_node\_id** (LONGINT): Node ID of the unreachable peer node.  
**connection** (STRING): Name of connection that is unreachable.  
**acn** (LONGINTHEX): The ACN value.



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