rlm events

ONTAP 9.13.1 EMS reference

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rlm events

rlm.driver events

rlm.driver.hourly.stats

Severity

ERROR

Description

This message occurs when the system encounters an error while trying to get hourly statistics from the Remote LAN Module (RLM).

Corrective Action

1. Issue the 'rlm status' command at the Data ONTAP® prompt to check whether the RLM is online. 2. If the RLM is online and this message persists, issue the 'rlm reboot' command at the Data ONTAP prompt to reboot the RLM.

Syslog Message

The software driver for the Remote LAN Module (RLM) detected a problem: %s.

Parameters

reason (STRING): This error could be due to a communication error with the RLM or because the RLM is not operational.

rlm.driver.mailhost

Severity

ERROR

Description

This message occurs when Remote LAN module (RLM) setup verifies whether a mailhost specified in ONTAP can be reached. In this case, RLM setup cannot connect to the specified mailhost.

Corrective Action

1. Verify that a valid mailhost is configured in Data ONTAP by checking the system AutoSupport configuration. 2. Ensure that Data ONTAP can successfully connect to the specified mailhost by invoking test command to invoke AutoSupport.

Syslog Message

RLM setup could not access the mailhost specified in Data ONTAP.

Parameters

(None).

rlm.driver.network.failure

Severity

ERROR

Description

This message occurs when the system encounters a failure during network configuration of the Remote LAN Module (RLM). The system cannot assign the RLM a DHCP (Dynamic Host Configuration Protocol) or fixed IP address.

Corrective Action

1. Check whether the network cable is correctly plugged into the RLM network port. 2. Check the link status LED on the RLM. 3. The RLM supports a 10/100 Ethernet network in autonegotiation mode. Verify that the network that the RLM is connected to has autonegotiation enabled.

Syslog Message

The network configuration of the Remote LAN Module (RLM) failed due to cable or network errors.

Parameters

(None).

rlm.driver.timeout

Severity

ERROR

Description

This message occurs when there is a failure during communication with the Remote LAN Module (RLM) firmware.

Corrective Action

1. Issue the 'rlm status' command at the Data ONTAP® prompt to check whether the RLM is online. 2. If the RLM is operational and this message persists, issue the 'rlm reboot' command at the Data ONTAP prompt to reboot the RLM. After the reboot, this message should no longer occur. If the message occurs again, contact NetApp technical support and explain that you already performed the preceding steps.

Syslog Message

The software driver for the Remote LAN Module (RLM) detected a problem: %s.

Parameters

reason (STRING): This error could be due to a communication error with the RLM or because the RLM is not operational.

rlm.firmware events

rlm.firmware.upgrade.reqd

Severity

NOTICE

Description

This message occurs when the Remote LAN Module (RLM) firmware version and the Data ONTAP® software version are incompatible and cannot communicate correctly about a particular capability.

Corrective Action

For more information about upgrading your firmware, check your support provider's web site or knowledgebase. After the RLM is running the new firmware, this message should no longer occur. If the problem persists or you need further assistance, contact NetApp technical support.

Syslog Message

The RLM firmware %s is incompatible with Data ONTAP for %s.

Parameters

current_rlm_fw_version (STRING): Current firmware version on the RLM.
capability (STRING): RLM capability needed by Data ONTAP.

rlm.firmware.version.unsupported

Severity

NOTICE

Description

This message occurs when the firmware on the Remote LAN Module (RLM) is not an official release and must be upgraded.

Corrective Action

For more information about upgrading your firmware, check your support provider's web site or knowledgebase. After the RLM is running the new firmware, this message should no longer occur. If the problem persists or you need further assistance, contact NetApp technical support.

Syslog Message

The RLM firmware version %s is not an official release.

Parameters

current_rlm_fw_version (STRING): Current firmware version on the RLM.

rlm.heartbeat events

rlm.heartbeat.resumed

Severity

INFORMATIONAL

Description

This event is generated when the appliance detects resumption of Remote LAN Module (RLM) heartbeat notifications indicating that the RLM is now available. The earlier issue indicated by the rlm.heartbeat.stopped event has been resolved.

Corrective Action

(None).

Syslog Message

Heartbeat received from the Remote LAN Module (RLM).

Parameters

(None).

rlm.heartbeat.stopped

Severity

ERROR

Description

This event is generated when the filer does not receive Remote LAN Module (RLM) heartbeat notifications. The RLM card and the filer exchange heartbeat messages so that they can detect when one or the other is unavailable. This event is generated when the filer has not received an expected heartbeat message from the RLM.

Corrective Action

Connect to the RLM CLI and issue 1. rlm version 2. rlm config 3. priv set advanced 3.1 rlm log debug 3.2 rlm log messages 4. Run RLM system diagnostics 5. Consult RLM Troubleshooting Guide

Syslog Message

Have not received a heartbeat from the Remote LAN Module (RLM) in last %d seconds.

Parameters

max_anx (INT): Heartbeats have not been received from the Remote Lan Module (RLM) for this period of time in seconds.

rlm.network events

rlm.network.link.down

Severity

ERROR

Description

This message occurs when the Remote LAN Module (RLM) detects a link error on the RLM network port. This can happen if a network cable is not plugged into the RLM network port. It can also happen if the network that the RLM is connected to cannot run at 10/100 Mbps.

Corrective Action

1. Check whether the network cable is correctly plugged into the RLM network port. 2. Check the link status LED on the RLM. 3. The RLM supports a 10/100 Mbps Ethernet network in autonegotiation mode. Verify that the network that the RLM is connected to supports autonegotiation to 10/100 Mbps or is running at one of those speeds; otherwise, RLM network connectivity won’t work.

Syslog Message

Remote LAN Module (RLM) network port link down due to cable or network errors.

Parameters

(None).

rlm.notconfigured events

rlm.notConfigured

Severity

ERROR

Description

This message occurs weekly to remind you to configure the Remote LAN Module (RLM). The RLM is a physical device that is incorporated into your system to provide remote access and remote management capabilities. To use the full functionality of RLM, you need to configure it first.

Corrective Action

1. Use the 'rlm setup' command to configure the RLM. If necessary, use the 'rlm status' command to obtain its MAC address. 2. Use the 'rlm status' command to verify the RLM network configuration. 3. Use the 'rlm test autosupport' command to verify that the RLM can send AutoSupport email. Note that AutoSupport mailhosts and recipients must be properly configured in Data ONTAP before issuing this command.

Syslog Message

The system’s Remote LAN Module (RLM) is not configured. Use the 'rlm setup' command to configure it.

Parameters

(None).

rlm.orftp events

rlm.orftp.failed

Severity

NOTICE

Description

A communication error occured while sending or receiving information from the Remote Lan Module (RLM).

Corrective Action

1. Issue the 'rlm status' command at the Data ONTAP prompt to check whether the RLM is operational. 2. If the RLM is operational and this message persists, issue the 'rlm reboot' command at the Data ONTAP(tm) prompt to reboot the RLM. 3. If this message persists after the RLM has been rebooted, contact NetApp technical support.

Syslog Message

RLM communication error, %s.

Parameters

reason (STRING): This error could be due to : 1. Communication error while the information is being sent or received. 2. Remote Lan Module (RLM) being non-operational.

rlm.snmp events

rlm.snmp.traps.off

Severity

INFORMATIONAL

Description

This message occurs each time a system boots, if the advanced privilege level in Data ONTAP® was used to disable the SNMP Trap feature of the Remote LAN Module (RLM). This message also occurs when the SNMP Trap capability was disabled and a user invokes a Data ONTAP command to use the RLM to send an SNMP trap.

Corrective Action

RLM SNMP Trap support is currently disabled. To enable this feature, set the 'rlm.snmp.traps' option to On.

Syslog Message

RLM's SNMP Trap support is currently disabled. Set option 'rlm.snmp.traps' to 'On' to enable this feature.

Parameters

(None).

rlm.ssh events

rlm.ssh.access.resetup

Severity

ERROR

Description

RLM SSH access list needs to be resetup.

Corrective Action

Use 'system sp_ssh_access_list modify' CLI to resetup RLM SSH access list.

Syslog Message

RLM SSH access list needs to be resetup.

Parameters

(None).

rlm.userlist events

rlm.userlist.update.failed

Severity

ERROR

Description

There was an error while updating user information for the Remote Lan Module (RLM). When user information is updated on Data ONTAP®, the RLM is also updated with the new changes. This allows users to login to the RLM.

Corrective Action

1. Issue the 'rlm status' command at the Data ONTAP() prompt to check whether the Remote Lan Module (RLM) is operational. 2. If the RLM is operational, and this message persists, issue the 'rlm reboot' command at the Data ONTAP® prompt to reboot the RLM. 3. Retry the operation that caused the error message. 4. If this message persists after the RLM has been rebooted, contact NetApp technical support.

Syslog Message

Error updating RLM user information, %s.

Parameters

reason (STRING): User information update for the Remote Lan Module (RLM) may have failed due to : 1. Communication error with the RLM. 2. RLM may not be operational.

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