



ic events

ONTAP EMS reference

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ic events

ic.hainterconnectdown events

ic.HAInterconnectDown

Severity

ERROR

Description

This message occurs every hour when the high-availability (HA) interconnect is down.

Corrective Action

Base the corrective action on the number and type of HA interconnect links supported by the platform and the reason for which the interconnect is down. If links are down: Verify that both controllers in the HA pair are operational. For externally connected links, make sure that the interconnect cables are connected properly and that small form-factor pluggable (SFP) modules, if applicable, are seated properly on both controllers. For internally connected links, disable and reenable the links one at a time by using the (privilege: advanced) "system ha interconnect link off" and "system ha interconnect link on" commands. If links are disabled: Enable the links by using the "system ha interconnect link on" command. If a peer is not connected: Disable and reenable the links one at a time by using the "system ha interconnect link off" and "system ha interconnect link on" commands. If the problem persists, contact NetApp technical support.

Syslog Message

HA interconnect: Interconnect down for %d minutes: %s

Parameters

ic_downtime (INT): Amount of time (in minutes) the connection has been down.

reason (STRING): Reason that the HA interconnect is down, which might be due to links being down, links being disabled, or an unconnected peer.

ic.hainterconnectlinkdown events

ic.HAInterconnectLinkDown

Severity

ERROR

Description

This message occurs every hour when one of the high-availability (HA) interconnect links is down.

Corrective Action

Verify that both controllers in the HA pair are operational. For externally connected links, make sure that the interconnect cables are connected properly and that small form-factor pluggable (SFP) modules, if applicable, are seated properly on both controllers. For internally connected links, disable and reenable the links one at a time by using the (privilege: advanced) "system ha interconnect link off" and "system ha interconnect link on" commands. When one link is down on platforms with two available links, HA link redundancy is lost. However, HA services are still working and enabled on the secondary link.

Syslog Message

HA interconnect: %s link #**%d** has been down for **%d** minutes.

Parameters

link_type (STRING): Type of link that is down. Possible values are external and backplane.

link_num (INT): Number that identifies which link is down.

link_downtime (INT): Amount of time (in minutes) the link has been down.

ic.linkspeeddegraded events

ic.linkSpeedDegraded

Severity

ERROR

Description

This message occurs when the high-availability (HA) interconnect detects a degraded link speed.

Corrective Action

For externally connected links, make sure that the interconnect cables are connected properly and that small form-factor pluggable (SFP) modules, if applicable, are seated properly on both controllers. For internally connected links, disable and reenable the links one at a time by using the (privilege: advanced) "system ha interconnect link off" and "system ha interconnect link on" commands. If the problem persists, contact NetApp technical support.

Syslog Message

HA interconnect: Link speed of link #**%d** degraded. Current: **%s**, expected: **%s**.

Parameters

link_num (INT): Number that identifies the link.

link_speed (STRING): Current link speed.

expected_speed (STRING): Link speed expected for the HA interconnect device.

ic.linkstatuschange events

ic.linkStatusChange

Severity

INFORMATIONAL

Description

This message occurs when the link status changes for a high-availability (HA) interconnect port.

Corrective Action

Verify that both controllers in the HA pair are operational. For externally connected links, make sure that the interconnect cables are connected properly and that small form-factor pluggable (SFP) modules, if applicable, are seated properly on both controllers. For internally connected links, disable and reenable the links one at a time by using the (privilege: advanced) "system ha interconnect link off" and "system ha interconnect link on" commands. When one link is down on platforms with two available links, HA link redundancy is lost. However, HA services are still working and enabled on the secondary link.

Syslog Message

HA interconnect: Port %s link is %s.

Parameters

port_name (STRING): Name of the port for which link status changed.

link_status (STRING): Link status string: "up" or "down".

ic.linkwidthdegraded events

ic.linkWidthDegraded

Severity

ERROR

Description

This message occurs when the high-availability (HA) interconnect detects a degraded link width. This can affect the write performance of the system.

Corrective Action

For externally connected links, make sure that the interconnect cables are connected properly and that small form-factor pluggable (SFP) modules, if applicable, are seated properly on both controllers. For internally connected links, disable and reenable the links one at a time by using the (privilege: advanced) "system ha interconnect link off" and "system ha interconnect link on" commands. If the problem persists, contact NetApp technical support.

Syslog Message

HA interconnect: Link width of link #**%d** degraded. Current: %dX, expected: %dX.

Parameters

link_num (INT): Number that identifies the link.

link_width (INT): Current link width.

expected_width (INT): Link width expected for the HA interconnect type.

ic.unsupportable events

ic.unsupportCable

Severity

ERROR

Description

This message occurs when an unsupported cable is detected on the high-availability interconnect port. An unsupported cable might cause the interconnect to be unstable, resulting in unsynchronized logs.

Corrective Action

Unplug the unsupported cable, and then plug in a supported cable. Search the support site "Hardware Universe" for information about supported high-availability cables for this platform.

Syslog Message

Detected unsupported %s cable with part number %s.

Parameters

cable_type (STRING): Cable type.
cable_part (STRING): Cable part number.

ic.viif events

ic.viif.initFailed

Severity

ERROR

Description

This message occurs when the driver fails to create a virtual interface.

Corrective Action

Reboot the controller. Contact NetApp technical support if the problem persists.

Syslog Message

HA interconnect: Virtual interface initialization failure.

Parameters

(None).

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