sp events

ONTAP EMS reference

NetApp
November 20, 2025

Table of Contents

sp events

sp.authlog events

sp.authlog.failure

Severity

ERROR

Description

This message occurs when the Service Processor (SP) or baseboard management controller (BMC) fails to log an authentication event in the system event log (SEL).

Corrective Action

1. Use the "system service-processor reboot-sp" command to reboot the SP or BMC. 2. If the failure persists, contact NetApp technical support

Syslog Message

BMC or SP failed to log an authentication event in the SEL.

Parameters

(None).

sp.autoconfig events

sp.autoconfig.out.of.address

Severity

ERROR

Description

This message occurs when the system cannot automatically obtain IP configuration because the subnet associated with the Service Processor does not have any available IP addresses.

Corrective Action

Expand the subnet range to include more IP addresses with command "network subnet add-ranges". If failures persist, contact NetApp technical support.

Syslog Message

(None).

Parameters

subnet (STRING): Name of the subnet associated with the Service Processor.

sp.autoupd events

sp.autoupd.partner.offline

Severity

ERROR

Description

This message occurs when a Service Processor (SP) or baseboard management controller (BMC) firmware automatic update is cancelled because the high-availability (HA) partner node is offline.

Corrective Action

Ensure that the HA partner node is online for SP or BMC firmware autoupdate to occur. Use the "cluster show" and "storage failover show" command output to evaluate the state of the HA partner node.

Syslog Message

SP autoupdate cancelled because the HA partner node is offline.

Parameters

(None).

sp.autoupdate events

sp.autoupdate.toggle

Severity

INFORMATIONAL

Description

This message occurs when the Service Processor (SP) AutoUpdate option is enabled or disabled.

Corrective Action

(None).

Syslog Message

%s.

Parameters

reason (STRING): SP AutoUpdate feature has changed state.

sp.device events

sp.device.fw.mismatch

Severity

ERROR

Description

This message occurs when the service processor (SP) detects a firmware version mismatch among the devices managed by the SP.

Corrective Action

Contact NetApp technical support to update the firmware.

Syslog Message

Device firmware version mismatch detected: %s

Parameters

mismatch (STRING): Description of the device names, current device firmware versions, and expected versions.

sp.dhcp events

sp.dhcp.failure

Severity

ERROR

Description

This message occurs when the Service Processor (SP) cannot obtain network configuration data through DHCP. The SP cannot be reached from the network.

Corrective Action

Verify that DHCP services are available, or configure the SP with a static address. If failures persist, contact NetApp technical support.

Syslog Message

Service Processor cannot obtain network configuration using DHCP.

Parameters

(None).

sp.dup events

sp.dup.ip

Severity

ERROR

Description

This message occurs when another system has been detected to be using the same IP address as the one configured on the Service Processor (SP).

Corrective Action

If the network in question has been configured to use this address as a static address, change the configured IP address on at least one system to ensure that only one system is using this address. If the network is configured to use DHCP, ensure that this address is not a static IP address that falls within the range being used by the DHCP server.

Syslog Message

SP IP address %s in use by another system.

Parameters

ipaddr (STRING): IP address.

sp.eth events

sp.eth.switch.upd.failed

Severity

ERROR

Description

This message occurs when Service Processor (SP) or Baseboard Management Controller (BMC) fails to auto-update the internal Ethernet switch.

Corrective Action

1. Perform a manual Ethernet Switch update from SP or BMC CLI. 2. If the failures persist, contact NetApp technical support.

Syslog Message

%s Ethernet switch auto-update failed.

Parameters

sp_type (STRING): SP type

sp.eth.switch.upd.start

Severity

NOTICE

Description

This message occurs when the Service Processor (SP) or Baseboard Management Controller (BMC) starts an internal Ethernet switch auto-update. During the Ethernet switch update, SP or BMC and e0M network connections might be temporarily affected.

Corrective Action

(None).

Syslog Message

%s is starting Ethernet switch auto-update %s.

Parameters

sp_type (STRING): SP type
switch_ver (STRING): Current and bundled switch version.

sp.eth.switch.upd.success

Severity

NOTICE

Description

This message occurs when the Service Processor (SP) or Baseboard Management Controller (BMC) completes an internal Ethernet switch auto-update.

Corrective Action

(None).

Syslog Message

%s Ethernet switch version updated %s.

Parameters

sp_type (STRING): SP type
switch_ver (STRING): Previous and updated switch version.

sp.firmware events

sp.firmware.corruption

Severity

ALERT

Description

This message occurs when neither of the firmware images of the node's Service Processor (SP) or Baseboard Management Controller (BMC) on the primary flash chip can be booted. The SP or BMC is now running from the image on the spare flash storage. The SP or BMC spare image does not have all the features of the primary image, and it does not support updating the primary flash images.

Corrective Action

Contact NetApp technical support to recover the primary flash chip.

Syslog Message

"%s" is running from the spare recovery flash storage.

Parameters

sp_type (STRING): Service processor type (SP or BMC).

sp.firmware.incompatible

Severity

ALERT

Description

This message occurs when the firmware on the Service Processor (SP) is not compatible with this version of Data ONTAP®.

Corrective Action

Update the SP firmware to a version supported by this version of Data ONTAP. Contact NetApp technical support to obtain SP firmware files and update instructions, and for further assistance if the error persists after SP firmware is updated. Additional support might be available from the vendor's support site or knowledge base.

Syslog Message

The SP firmware version %s is not compatible with this version of Data ONTAP.

Parameters

current_sp_fw_version (STRING): Current firmware version on the SP.

sp.firmware.upgrade.reqd

Severity

ALERT

Description

This message occurs when the Service Processor (SP) firmware version and the Data ONTAP® software version are incompatible and cannot communicate correctly about a particular capability.

Corrective Action

Update the firmware version of the SP to the version recommended for your version of Data ONTAP. Contact NetApp technical support to get a copy of the appropriate SP firmware and SP firmware update instructions. For more information about downloading and installing updated firmware, check your support provider's support web site or knowledgebase. If you need further assistance, contact NetApp technical support. After you update the firmware, this message should no longer occur. If the message occurs again, contact NetApp technical support and explain that you already updated the firmware to the recommended version.

Syslog Message

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

Parameters

current_sp_fw_version (STRING): Current firmware version on the SP.
capability (STRING): SP capability needed by Data ONTAP.

sp.firmware.version.unsupported

Severity

ALERT

Description

This message occurs when the firmware on the Service Processor (SP) is not an official release and must be updated.

Corrective Action

Contact NetApp technical support to get a copy of the recommended version of SP firmware and SP firmware update instructions. For more information about downloading and installing updated firmware, check your support provider's web site or knowledgebase. If you need further assistance, contact NetApp technical support. After the SP is running the new firmware, this message should no longer occur. If the message occurs again, contact NetApp technical support and explain that you already updated the firmware to the recommended version.

Syslog Message

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

Parameters

current_sp_fw_version (STRING): Current firmware version on the SP.

sp.heartbeat events

sp.heartbeat.resumed

Severity

INFORMATIONAL

Description

This event is generated when the appliance detects resumption of Service Processor (SP) heartbeat notifications indicating that the Service Processor is now available. The earlier issue indicated by the sp.heartbeat.stopped event has been resolved.

Corrective Action

(None).

Syslog Message

Received %s heartbeat from the Service Processor (SP).

Parameters

type (STRING): Heartbeat from Service Processor can be of the following types: 1. IPMI Heartbeat 2. Packetized heartbeat. This parameter specifies which type of heartbeat this event corresponds to.

sp.heartbeat.stopped

Severity

INFORMATIONAL

Description

This event is generated when Data ONTAP does not receive Service Processor (SP) heartbeat notifications. The Service Processor and Data ONTAP exchange heartbeat messages so that they can detect when one or the other is unavailable. This event is generated when Data ONTAP has not received an expected heartbeat message from the Service Processor.

Corrective Action

1. Connect to the SP CLI and issue: 1.1. sp version 1.2. priv set advanced 1.3. sp log debug 1.4. sp log messages 2. Run SP system diagnostics. 3. Consult Service Processor Troubleshooting Guide.

Syslog Message

Have not received a %s heartbeat from the Service Processor (SP) in last %d seconds.

Parameters

type (STRING): Heartbeat from Service Processor can be of the following types: 1. IPMI Heartbeat 2. Packetized heartbeat. This parameter specifies which type of heartbeat this event corresponds to.
time (INT): Heartbeats have not been received from the Service Processor (SP) for this period of time in seconds.

sp.ipmi events

sp.ipmi.lost.shutdown

Severity

EMERGENCY

Description

This message occurs when Data ONTAP® is no longer receiving the heartbeats from the Service Processor (SP) after all the SP recovery actions have been taken. Without the SP, Data ONTAP cannot monitor the health of the hardware. To prevent hardware damage and data loss, the system will shut down.

Corrective Action

Power-cycle the sytem by pulling the controller out from the chassis, pushing it back in, then powering it on. If the problem persists, replace the controller module.

Syslog Message

SP heartbeat stopped and cannot be recovered. To prevent hardware damage and data loss, the system will shut down in %d minutes.

Parameters

num_minutes (INT): Number of minutes until the system shuts down.
object_type (STRING): Type of resource object under notification. For this EMS, the object_type will always be NODE.
object_uuid (STRING): UUID of the resource object. For this EMS, the UUID will be of the node.

sp.log events

sp.log.partition.full

Severity

ERROR

Description

This message occurs when the available memory of the log partition in the Service Processor (SP) or the Baseboard Management Controller (BMC) is low. If the log partition is full, it might lead to unexpected configuration issues.

Corrective Action

1. Run the "system autosupport invoke -node <node-name> -type all" command from the ONTAP CLI to collect the SP or BMC logs before they can be cleared. Verify from the command output that the logs were transferred. 2. During the next maintenance cycle, execute the following commands from the SP or BMC CLI to clear the log partition: a. "priv set diag" b. "bmc wipeclean" for BMC or "sp wipeclean" for SP c. "bmc reboot" for BMC or "sp reboot" for SP The SP or BMC "wipeclean" command clears all the configuration and logs from the SP or BMC. After you reboot, wait for 10 minutes to allow ONTAP to resync the configuration before performing any action.

Syslog Message

%s Log partition is almost full.

Parameters

sp_type (STRING): Service processor type (SP or BMC)

sp.log.partition.readonly

Severity

ALERT

Description

This message occurs when the node's Service Processor (SP) or Baseboard Management Controller (BMC) log partition is mounted as read-only. Recovery steps already have been tried automatically by the firmware, but the recovery efforts were not successful. If the log partition is mounted as read-only, the BMC or SP will not be able to record logs, configuration updates from ONTAP will fail, and ONTAP might not display the current BMC or SP status.

Corrective Action

Search the support site knowledgebase for this event ID.

Syslog Message

Log partition "%s" could not be recovered and is mounted as read-only.

Parameters

sp_type (STRING): Service processor type (SP or BMC)

sp.log.partition.readwrite

Severity

NOTICE

Description

This message occurs when the node's Service Processor (SP) or Baseboard Management Controller (BMC) log partition is remounted as read-write after a SP or BMC reboot to recover from a log partition in a read-only state.

Corrective Action

(None).

Syslog Message

Log partition "%s" has been remounted as read-write after recovery from a read-only state.

Parameters

sp_type (STRING): Service processor type (SP or BMC)

sp.network events

sp.network.ipv6.disable

Severity

ERROR

Description

This message occurs when either a user or the system disables the network IPv6 option and the service processor (SP) is configured only with an IPv6 address.

Corrective Action

Ensure that the service processor (SP) is configured with an IPv4 address prior to disabling the network IPv6 option.

Syslog Message

The IPv6 address can be disabled only if the IPv4 address is enabled.

Parameters

(None).

sp.network.ipv6.notifdisable

Severity

NOTICE

Description

This message occurs when the IPv6 address of Service Processor (SP) is disabled as network IPv6 option of the system is disabled either by user or by cluster configuration.

Corrective Action

If IPv6 usage is desired, enable network IPv6 option of the system and assign IPv6 address to SP.

Syslog Message

The IPv6 address of service processor SP is disabled.

Parameters

(None).

sp.network.link.down

Severity

ERROR

Description

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

Corrective Action

1. Check whether the network cable is correctly plugged into the SP network port. 2. Check the link status LED on the SP. 3. Verify that the network that the SP is connected to supports autonegotiation to 10/100 Mbps or is running at one of those speeds; otherwise, SP network connectivity does not work.

Syslog Message

Service Processor (SP) network port link down due to cable or network errors.

Parameters

(None).

sp.notconfigured events

sp.notConfigured

Severity

ERROR

Description

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

Corrective Action

1. Use the 'system service-processor network modify' command to configure the SP. If necessary, use the 'system service-processor network show' command to obtain its MAC address. 2. Use the 'system service-processor network show' command to verify the SP network configuration. 3. Use the 'system service-processor autosupport invoke' command to verify that the SP 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 Service Processor (SP) is not configured. Use the 'system service-processor network modify' command to configure it.

Parameters

object_type (STRING): Type of resource object under notification. For this EMS, the object_type will always be NODE.
object_uuid (STRING): UUID of the resource object. For this EMS, the UUID will be of the node.

sp.orftp events

sp.orftp.failed

Severity

NOTICE

Description

This message occurs when there is a communication error while sending information to or receiving information from the Service Processor (SP). This error could be due to a communication error while the information is being sent or received, or the SP might not be operational.

Corrective Action

1. Run the 'system service-processor show' command at the Data ONTAP prompt to check whether the SP is operational. 2. If the SP is operational and this message persists, run the 'system service-processor reboot-sp' command at the Data ONTAP prompt to reboot the SP. 3. If this message persists after the SP has been rebooted, contact NetApp technical support.

Syslog Message

SP communication error, %s.

Parameters

> **reason** (STRING): Reason for the failure.

sp.postupd events

sp.postupd.ck.unexpt.sp.rev

Severity

> ERROR

Description

> This message occurs after a scheduled firmware update, when the servprocd daemon detects that the Service Processor(SP) firmware version changed to an unexpected value.

Corrective Action

> Check whether the SP firmware has been updated through the SP CLI. If not: 1. Manually update the SP firmware. 2. If the failures persist, contact NetApp technical support.

Syslog Message

> %s.

Parameters

> **reason** (STRING): Reason for the failure: %s.

sp.reboot events

sp.reboot.ro.partition

Severity

> NOTICE

Description

> This message occurs when the node's Service Processor (SP) or Baseboard Management Controller (BMC) log partition is mounted as read-only after an internal error has occurred. The system automatically reboots the SP or BMC to attempt to remount the log partition as read-write.

Corrective Action

> (None).

Syslog Message

> Rebooting the %s because the log partition is in a read-only state.

Parameters

> **sp_type** (STRING): Service processor type (SP or BMC)

sp.reboot.sensor.unreadable

Severity

> NOTICE

Description

This message occurs when one or more sensors are unreadable from Service Processor (SP) or Baseboard Management Controller (BMC).SP or BMC is rebooted in attempt to recover the sensor reading.

Corrective Action

No user action is required.

Syslog Message

Rebooting %s because one or more sensors are unreadable.

Parameters

sp_type (STRING): Service processor type (SP or BMC).

sp.servprocd events

sp.servprocd.upd.error

Severity

ERROR

Description

This message occurs in the following cases: 1. Scheduling of Service Processor (SP) firmware update failed. 2. SP firmware update failed after it has been scheduled. 3. Post-update checks have failed.

Corrective Action

1. Perform a manual SP firmware update. 2. If the failures persist, contact NetApp technical support.

Syslog Message

SP update error: %s.

Parameters

reason (STRING): SP update error: %s.

sp.snmp events

sp.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 Service Processor (SP). This message also occurs when the SNMP Trap capability is disabled and a user invokes a Data ONTAP command to use the SP to send an SNMP trap.

Corrective Action

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

Syslog Message

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

Parameters

(None).

sp.ssh events

sp.ssh.access.resetup

Severity

ERROR

Description

This message occurs when the SSH access list of the service processor needs to be reconfigured.

Corrective Action

Use the "system service-processor ssh add-allowed-addresses" command to reconfigure the service processor SSH access list.

Syslog Message

Service Processor SSH access list needs to be reconfigured.

Parameters

(None).

sp.upd events

sp.upd.bad.fw.package

Severity

ERROR

Description

This message occurs when the Service Processor (SP) daemon cannot extract the SP firmware version from the metadata file. Either the file cannot be opened, or the number cannot be found within the file.

Corrective Action

Use the "system node image package delete" command to remove the corrupted package. If failures persist, contact NetApp technical support.

Syslog Message

Service Processor daemon failed to read metadata from the image package.

Parameters

Package_Name (STRING): Name of the SP firmware package being processed.

sp.upd.fw.depot.full

Severity

ERROR

Description

This message occurs when a user downloads more than the supported number of Service Processor (SP) firmware packages to the local node.

Corrective Action

Use the "system node image package delete" command to remove older packages. If failures persist, contact NetApp technical support.

Syslog Message

Repository for SP image is full.

Parameters

available_sp_pkg_count (INT): Number of SP firmware packages existing in the local node.
max_num_of_sp_pkgs (INT): Maximum number of supported SP packages in the local node.

sp.upd.unzip.event

Severity

ERROR

Description

This message occurs when the Service Processor (SP) daemon cannot expand the compressed SP firmware packages for the local node. The expected package could either not be found, or it could not be expanded.

Corrective Action

Use the "system node image package delete" command to remove the corrupted package. If failures persist, contact NetApp technical support.

Syslog Message

Service Processor failed to decompress the image package.

Parameters

package_name (STRING): SP firmware package name.
sp_fw_update_type (STRING): Type of SP firmware update being performed when the error was encountered.

sp.userlist events

sp.userlist.update.failed

Severity

ERROR

Description

This message occurs when there is an error updating user information for the Service Processor (SP). When user information is updated on Data ONTAP®, the SP is also updated with the new changes. This enables users to log in to the SP. User information update for the SP might have failed due to a

communication error with the SP or the SP might not be operational.

Corrective Action

1. Run the 'system service-processor show' command at the Data ONTAP prompt to check whether the SP is operational. 2. If the SP is operational and this message persists, run the 'system service-processor reboot-sp' command at the Data ONTAP prompt to reboot the SP. 3. Retry the operation that caused the error message. 4. If this message persists after the SP has been rebooted, contact NetApp technical support.

Syslog Message

Error updating SP user information, %s.

Parameters

reason (STRING): Reason for the failure.

sp.wdog events

sp.wdog.set.fail

Severity

ERROR

Description

This message occurs when ONTAP® software fails to disable or enable the service-processor' (SP or BMC) watchdog timer. This might occur due to an intermittent SP or BMC firmware failure.

Corrective Action

If the system continues to run normally, you can ignore this message. If a system disruption occurs after this failure, reboot the SP or BMC or power-cycle the system before starting ONTAP or performing a giveback. If system disruptions continue to occur, contact NetApp technical support for assistance.

Syslog Message

Unable to %s service-processor's watchdog timer. Error code: 0x%x.

Parameters

op (STRING): Whether the failure was to enable or disable the timer.
errcode (INT): Error code for debugging.