



splog events

ONTAP EMS reference

NetApp
November 22, 2024

Table of Contents

- splog events 1
- splog.failed events 1
- splog.running events 1
- splog.sp events 2
- splog.unsupported events 3
- splog.warnings events 3

splog events

splog.failed events

splog.failed.to.transfer.log

Severity

NOTICE

Description

This message occurs when the system fails to transfer the SP log file from the remote Service Processor (SP). This prevents abnormal status of the system from being diagnosed by using the SP log files.

Corrective Action

1. Check whether you can transfer SP log files from the remote SP manually. From the clustershell prompt: a. Enter the 'system node autosupport invoke-splog -remote-node "nodename"' command. b. Check the output message of the command to determine whether the command succeeded. 2. If you cannot transfer SP log files from the remote SP manually, then restart the SP. From the clustershell prompt, run the 'set diag' and 'system node run-service-processor -node "down_node_name"' commands to log in to the remote SP. From the SP prompt, run the 'sp reboot' command. Example:
splog-cmode::> set diag splog-cmode::*> system node run-service-processor -node splog-cmode-01 SP
splog-cmode> sp reboot 3. After the SP finishes rebooting, if you still cannot transfer SP log files from the remote SP manually, then contact NetApp technical support for further assistance.

Syslog Message

Failed to transfer log from Service Processor (SP) on the remote node (%s) because of %s.

Parameters

node_name (STRING): Name of the remote node that is down and whose SP the log file cannot be transferred from.

reason (STRING): Reason for the warning.

splog.running events

splog.running.normally

Severity

INFORMATIONAL

Description

This message occurs when the Data ONTAP® process (splogd) that monitors the Service Processor (SP) for available SP logs starts successfully or when it returns to normal operation from degraded mode.

Corrective Action

(None).

Syslog Message

Process splogd is operating normally.

Parameters

(None).

splog.sp events

splog.sp.not.accessible

Severity

ERROR

Description

This message occurs when the local or remote node Service Processor (SP) cannot be accessed. This prevents the SP log collection job from communicating with the SP and transferring SP log files when new log files are available. SP log files are usually used for diagnosing abnormal status of the system, for example, abnormal shutdown.

Corrective Action

1. Check whether the SP is pingable by using the 'ping sp-ip-address' command at the clustershell prompt.
2. If the remote node SP is not pingable: a) Check whether the network cable is connected with the remote SP. b) If the remote node network cable is connected, check whether the IP address of the remote SP and the e0M port are in the same subnet. From the clustershell prompt, run the 'set diag' and 'system node run-service-processor -node node_name' commands to log in to the remote SP. From the SP prompt, run the 'sp status' command. From the clustershell prompt, run the 'network interface show' command to get e0M port details. c) If the IP address of the remote down node SP and the e0M port are in the same subnet and the remote SP is not pingable, then restart the SP. From the clustershell prompt, run the 'set diag' and 'system node run-service-processor -node node_name' commands to log in to the remote SP. From the SP prompt, run the 'sp reboot' command.
3. If the local node SP is not pingable: a) Check whether the IP address of the local SP and the e0M port are in the same subnet. From the clustershell prompt, press Ctrl-g to log in to the local SP. From the SP prompt, run the 'sp status' command. From the clustershell prompt, run the 'network interface show' command to get e0M port details. b) If the address of local node SP and the e0M port are in the same subnet and the SP is not pingable, then restart the SP. From the clustershell prompt, run the 'system service-processor reboot-sp -image primary' command.
4. After the SP finishes rebooting, if you still cannot ping the SP, then contact NetApp technical support for further assistance.

Syslog Message

The SP on the remote node (%s) is not accessible because of %s.

Parameters

node_name (STRING): Name of the node whose SP is not accessible.

reason (STRING): Reason for the warning.

splog.sp.not.configured

Severity

ERROR

Description

This message occurs when the IP address of the Service Processor (SP) is not configured properly. This prevents the SP log collection job from communicating with the SP and transferring SP log files when new log files are available. SP log files are usually used for diagnosing abnormal status of the system, for example, abnormal shutdown.

Corrective Action

1. Check the IP address of the SP. Remote node SP case: From the clustershell prompt, run the 'set diag' and 'system node run-service-processor -node node_name' commands to log in to the remote SP. From the SP prompt, run the 'sp status' command. Local node SP case: From the clustershell prompt, press 'Ctrl-g' and log into SP. From the SP prompt, run the 'sp status' command. 2. If there is no IP address for the SP, or if the IP address is invalid, then restart the node. The IP address of the SP will be configured by the host software. 3. If there is still no IP address for the SP after step 2, then contact NetApp technical support for further assistance.

Syslog Message

The SP on the node (%s) is not configured properly.

Parameters

node_name (STRING): Name of the node whose SP has its IP address configured incorrectly.

splog.unsupported events

splog.unsupported

Severity

INFORMATIONAL

Description

This message occurs when the current firmware of the Service Processor (SP) does not support the log collection function.

Corrective Action

Check the firmware version from the SP CLI using the 'version' command and compare it to the most current supported version for your storage system. If necessary, download and update the SP firmware to the latest supported version.

Syslog Message

The firmware on the SP does not support the log collection function.

Parameters

(None).

splog.warnings events

splog.warnings

Severity

ERROR

Description

This message occurs when the ONTAP® splogd process has been unable to retrieve a log from the Service Processor (SP) or baseboard management controller (BMC) for at least 24 hours.

Corrective Action

1. Use the "system service-processor show -node <node-name>" command to query the status of the SP

or BMC. Contact NetApp technical support for further assistance if the SP or BMC is not operational. 2. If the status of the SP or BMC is "online," then attempt to restart log monitoring by using the "system node autosupport invoke-splog -remote-node <node-name>" command. Verify from the command output that the logs were transferred successfully. (This command might require up to three attempts.) 3. If every attempt has failed, then restart the SP or BMC with the "system service-processor reboot-sp -node <node-name>" command. 4. After the SP or BMC has finished rebooting, repeat Step 2. 5. If the SP or BMC is still not transferring logs properly, run the "sp status -d" command from the SP CLI prompt or the "bmc status -d" command from the BMC CLI prompt, and include the resulting output when contacting NetApp technical support for further assistance.

Syslog Message

Could not retrieve logs from the %s for 24 hours: %s

Parameters

sp_type (STRING): SP type

reason (STRING): Reason for the warning.

Copyright information

Copyright © 2024 NetApp, Inc. All Rights Reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system—without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP “AS IS” AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

LIMITED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (b)(3) of the Rights in Technical Data -Noncommercial Items at DFARS 252.227-7013 (FEB 2014) and FAR 52.227-19 (DEC 2007).

Data contained herein pertains to a commercial product and/or commercial service (as defined in FAR 2.101) and is proprietary to NetApp, Inc. All NetApp technical data and computer software provided under this Agreement is commercial in nature and developed solely at private expense. The U.S. Government has a non-exclusive, non-transferrable, nonsublicensable, worldwide, limited irrevocable license to use the Data only in connection with and in support of the U.S. Government contract under which the Data was delivered. Except as provided herein, the Data may not be used, disclosed, reproduced, modified, performed, or displayed without the prior written approval of NetApp, Inc. United States Government license rights for the Department of Defense are limited to those rights identified in DFARS clause 252.227-7015(b) (FEB 2014).

Trademark information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.