



spm events

ONTAP EMS reference

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spm events

spm.avs events

spm.avs.process.exit

Severity

ERROR

Description

This message occurs when the antivirus service stops running due to repeated failures. This can be the result of a bad or corrupted update in the scan engine library or virus definition files, or due to an internal failure. The failure of this subsystem can affect client access if mandatory scanning is enabled. It could also result in files not being scanned.

Corrective Action

Disable and then reenble the antivirus engine. If the issue persists, contact NetApp technical support.

Syslog Message

Antivirus server with ID %d exited as a result of signal %s. The service will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.bgpd events

spm.bgpd.process.exit

Severity

NOTICE

Description

This message occurs when the Border Gateway Protocol daemon (bgpd) involuntarily terminates. This daemon is responsible for communicating route information between a storage system and gateway for the virtual IP (VIP) feature. This failure will be automatically addressed by spmctl restarting bgpd. However, if bgpd fails to restart for any reason, the VIP feature will not function correctly.

Corrective Action

The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport@ message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

Border Gateway Protocol daemon (bgpd) with ID %d exited as a result of signal: %s. The service will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Cause of the process exit.

spm.coresegd events

spm.coresegd.process.exit

Severity

ALERT

Description

This message occurs when the core segment server (coresegd) involuntarily terminates. The termination of this server impacts all core segmenting services provided by the node.

Corrective Action

The system attempts to recover by restarting the node connectivity "process server". If the process does not restart within the threshold number of retries, then an AutoSupport(tm) message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

The core segment server (coresegd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process terminated.

spm.cphmd events

spm.cphmd.process.exit

Severity

ALERT

Description

This message occurs when the Chassis Health Monitor process (cphmd) involuntarily terminates. The termination of this process can affect monitoring of the subsystems of CPHM .

Corrective Action

The system attempts to recover by restarting the chassis HM process. server. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

Controller Health Monitor process (cphmd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.crs events

spm.crs.process.exit

Severity

ALERT

Description

This message occurs when the configuration replication server (crs) involuntarily terminates.

Corrective Action

The system attempts to recover by restarting the configuration replication process server. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

The configuration replication server (crs) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.cshmd events

spm.cshmd.process.exit

Severity

ALERT

Description

This message occurs when the Cluster Switch Health Monitor process (cshmd) involuntarily terminates. The termination of this process can affect monitoring of the subsystems of CSHM .

Corrective Action

The system attempts to recover by restarting the cluster switch HM process. server. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

Cluster Switch Health Monitor process (cshmd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.enclmgmtd events

spm.enclmgmtd.process.exit

Severity

NOTICE

Description

This message occurs when the Enclosure Management Daemon (enclmgmtd) involuntarily terminates. This daemon is responsible for enclosure monitoring for this platform. This failure does not affect client access. However, enclosure monitoring might be in a degraded state if the service fails to restart.

Corrective Action

The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport® message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

Enclosure Management Daemon (enclmgmtd) with ID %d exited as a result of signal %s. The service will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.envmgr events

spm.envmgr.process.exit

Severity

ERROR

Description

This message occurs when the environmental monitoring daemon (env_mgr) involuntarily terminates. This daemon is responsible for environmental monitoring for this platform. This failure does not affect client access; however, environmental monitoring might be in a degraded state if the service fails to restart, which could result in an unpredicted shutdown if an adverse environmental condition or hardware failure occurs.

Corrective Action

The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, call technical support.

Syslog Message

Environmental monitoring daemon (env_mgr) with ID %d exited as a result of signal %s. The service will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.fpolicy events

spm.fpolicy.process.exit

Severity

ALERT

Description

This message occurs when the fpolicy involuntarily terminates. This can be due to one or more causes and might be related to some recent or previous operations. This subsystem is responsible for sending notification to external fpolicy servers and failure of this subsystem can affect client access.

Corrective Action

While this problem persists, consider migrating the Logical Interfaces (LIFs) hosted on the current node to another node in the cluster and ensure that the auto-revert and DNS load-balancing features do not migrate the LIFs back to the current node. The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

Fpolicy Service Manager process with ID %d exited as a result of signal %s. The service will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.hashd events

spm.hashd.process.exit

Severity

ALERT

Description

This message occurs when the hashd server (hashd) involuntarily terminates.

Corrective Action

The system attempts to recover by restarting the hashd process server. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

The hashd server (hashd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.httpd events

spm.httpd.process.exit

Severity

ALERT

Description

This message occurs when the web server (httpd) involuntarily terminates. The termination of this server will impact all HTTP/HTTPS services provided by the node.

Corrective Action

The system attempts to recover by restarting the node connectivity process. server. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

The web server (httpd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.ktlsd events

spm.ktlsd.process.exit

Severity

ALERT

Description

This message occurs when the Kernel Transport Layer Security Daemon support process (ktlsd) involuntarily terminates. The termination of this process can affect monitoring of the subsystems of KTLS.

Corrective Action

The system attempts to recover by restarting the KTLS Daemon process. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

Kernel TLS support process (ktlsd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.mes events

spm.mes.process.exit

Severity

ERROR

Description

This message occurs when the SPD MES daemon (spd) involuntarily terminates. This daemon is responsible for updating DIMM SPDs with correctable error statistics. This failure doesn't affect client access.

Corrective Action

The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, call technical support.

Syslog Message

SPD MES daemon (spd) with ID %d exited as a result of signal %s. The service will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.mgwd events

spm.mgwd.process.exit

Severity

EMERGENCY

Description

This message occurs when the Management Gateway (mgwd) subsystem involuntarily exits. The subsystem provides administration services to manage the cluster and current node. This failure can disrupt administrative tasks that are being performed on the current node. The system attempts to recover by restarting the subsystem. While this situation persists, if a Cluster Management Logical Interface (LIF) is hosted on the current node, migrate it to another node in the cluster using another node management LIF or console access to another node. If the subsystem does not recover within the threshold number of retries, then an AutoSupport message is sent.

Corrective Action

In the rare event that the Management Gateway (mgwd) subsystem has terminated unexpectedly, the automatic restart of the process will often stabilize the situation. While this situation persists, if a Cluster Management Logical Interface (LIF) is hosted on the current node, migrate it to another node in the cluster using another node management LIF or console access to another node. In some cases, there is a systemic issue that can be cleared up by rebooting the node when multiple restarts do not stabilize mgwd. This might be done automatically by the Node Watchdog service for persistent issues within a short window of time. In other cases, recent changes in logging, configuration or external management activities can be contributing factors to the unexpected terminations. Consider reverting one or more of these changes. If the issue persists, contact NetApp technical support.

Syslog Message

Management Gateway (mgwd) subsystem with ID %d exited as a result of signal %s. The subsystem will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.mntsvc events

spm.mntsvc.process.exit

Severity

ALERT

Description

This message occurs when the Node Root Mount Service (mntsvc) involuntarily terminates. The termination of this service affects all Remote Support Agent services provided by the node.

Corrective Action

The system attempts to recover by restarting the process. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

The Node Root Mount Service (mntsvc) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.named events

spm.named.process.exit

Severity

ERROR

Description

This message occurs when the Domain Name Service (DNS) name resolution daemon 'named' involuntarily exits. This error can have one or more causes and might be related to some recent or previous operations. The failure of this daemon can affect DNS zone-based access. In particular, the cluster might no longer be able to resolve DNS zone names to IP addresses and clients that connect to the zone using zone names.

Corrective Action

While this problem persists, ensure that any new mounts use an IP address instead of a zone name. The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

DNS name resolution daemon 'named' with ID %d exited as a result of signal %s. The service will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.nchmd events

spm.nchmd.process.exit

Severity

ALERT

Description

This message occurs when the Node Connectivity Health Monitor process (nchmd) involuntarily terminates. The termination of this process can affect node connectivity monitoring for SAS subsystem.

Corrective Action

The system attempts to recover by restarting the node connectivity process. server. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

Node Connectivity Health Monitor process (nchmd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.ndmpd events

spm.ndmpd.process.exit

Severity

ALERT

Description

This message occurs when the Network Data Management Protocol (NDMP) server (ndmpd) involuntarily terminates. The termination of this server can affect NDMP client access.

Corrective Action

The system attempts to recover by restarting the NDMP server. If the NDMP server does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

Network Data Management Protocol server (ndmpd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.nphmd events

spm.nphmd.process.exit

Severity

ALERT

Description

This message occurs when the Controller Health Monitor process (nphmd) involuntarily terminates. The termination of this process can affect monitoring of the subsystems of NPHM .

Corrective Action

The system attempts to recover by restarting the controller HM process. server. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

Controller Health Monitor process (nphmd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.ntpd events

spm.ntpd.process.exit

Severity

ERROR

Description

This message occurs when the Network Time Protocol Daemon process (ntpd) involuntarily terminates. The termination of this process can affect synchronization of system time with network time servers.

Corrective Action

The system attempts to recover by restarting the ntpd process. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

The ntpd with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Reason the process exited.

spm.perfstatd events

spm.perfstatd.process.exit

Severity

ALERT

Description

This message occurs when the perfstat daemon (perfstatd) involuntarily terminates.

Corrective Action

The system attempts to recover by restarting the perfstat daemon. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

The perfstat daemon(perfstatd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.pipd events

spm.pipd.process.exit

Deprecated

Deprecated as of Data ONTAP 9.7 because the pipd process no longer exists.

Severity

ALERT

Description

This message occurs when the post-ingest processing daemon (pipd) involuntarily terminates. The termination of this service prevents data policies and constituent balancing from being applied to Infinite Volume data owned by the node in question.

Corrective Action

The system attempts to recover by restarting the pipd. If the process does not restart within the threshold number of retries, then an AutoSupport(tm) message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

The pipd with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.schmd events

spm.schmd.process.exit

Severity

ALERT

Description

This message occurs when the System Connectivity Health Monitor process (schmd) involuntarily terminates. The termination of this process can affect system connectivity monitoring for HA pair in SAS subsystem.

Corrective Action

The system attempts to recover by restarting the system connectivity process. If the process does not restart within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact technical support.

Syslog Message

System Connectivity Health Monitor process (schmd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.secd events

spm.secd.process.exit

Severity

EMERGENCY

Description

This message occurs when the Security daemon (secd) involuntarily terminates. This can be due to one or more causes and might be related to some recent or previous operations. This subsystem is responsible for client authentication and failure of this subsystem can affect client access.

Corrective Action

While this problem persists, consider migrating the Logical Interfaces (LIFs) hosted on the current node to another node in the cluster and ensure that the auto-revert and DNS load-balancing features do not migrate the LIFs back to the current node. The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

Security daemon with ID %d exited as a result of signal %s. The service will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.servprocd events

spm.servprocd.process.exit

Severity

ALERT

Description

This message occurs when the Service processor daemon process (servprocd) involuntarily terminates.

Corrective Action

The system attempts to recover by restarting the web server. If the server does not restart within the threshold number of retries, then an AutoSupport(tm) message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

Service processor daemon (servprocd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.shmd events

spm.shmd.process.exit

Severity

ALERT

Description

This message occurs when the System Health Monitor process (shmd) involuntarily terminates. The termination of this process can affect the system health management and diagnosis feature.

Corrective Action

The system attempts to recover by restarting the shmd process. If the server does not restart within the threshold number of retries, then an AutoSupport(tm) message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

System Health Monitor process (shmd) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.timestate events

spm.timeState.process.exit

Deprecated

This event is removed since time_state server was removed in 8.3.

Severity

ERROR

Description

This message occurs when the subsystem managing timekeeping parameters (time_state) stops running. The failure of this subsystem can cause Network Time Protocol (NTP) settings and the time zone to be inconsistent among subsystems. This might also have an effect on time displayed in log messages.

Corrective Action

The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

Subsystem managing timekeeping parameters (time_state) with ID %d exited as a result of signal %s. The subsystem will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process stopped running.

spm.ucoreman events

spm.ucoreman.process.exit

Severity

NOTICE

Description

This message occurs when the Usercore Manager (ucoreman) daemon involuntarily terminates. This daemon is responsible for generating a crash report when an application crashes and dumps core. The crash report helps technical support to diagnose issues with the application. This failure does not affect client access.

Corrective Action

The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, call technical support.

Syslog Message

Usercore Manager (ucoreman) with ID %d exited as a result of signal %s. The service will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.upgrademgr events

spm.upgrademgr.process.exit

Severity

ERROR

Description

This message occurs when the upgrade manager server (upgrademgr) involuntarily terminates.

Corrective Action

The system attempts to recover by restarting the upgrademgr process server. If the process does not restart within the threshold number of retries, then an AutoSupport® message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

The upgrade manager server (upgrademgr) with ID %d exited as a result of %s. This server will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.vifmgr events

spm.vifmgr.process.exit

Severity

EMERGENCY

Description

This message occurs when the Logical Interface Manager (VIFMgr) subsystem aborts. This error can have one or more causes and might be related to recent or previous operations. The failure of this subsystem can result in logical interfaces (LIFs) on the current node migrating to another node within the same cluster.

Corrective Action

Ensure that the LIFs on the current node are hosted on another node in the cluster; if they are not, migrate them to another node. While this problem persists, you should also ensure that the auto-revert and DNS load-balancing features do not migrate the LIFs back to the current node. The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

Logical Interface Manager(VifMgr) with ID %d aborted as a result of signal %s. The subsystem will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process aborted.

spm.vldb events

spm.vldb.process.exit

Severity

EMERGENCY

Description

This message occurs when Volume Location Database (VLDB) subsystem stops running. This can be due to one or more causes and might be related to some recent or previous operations. The failure of this subsystem can affect client access.

Corrective Action

Ensure that none of the volume/aggregate operations are performed on the current node. While this problem persists, you might want to migrate the Logical Interfaces (LIFs) to another node in the cluster and ensure that auto-revert and DNS load-balancing features do not migrate the LIFs back to the current node. The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

Volume Location Database(VLDB) subsystem with ID %d exited as a result of signal %s. The subsystem will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.vserverdr events

spm.vserverdr.process.exit

Severity

ALERT

Description

This message occurs when the Vserver DR process involuntarily terminates. This might cause interruptions in the automatic or scheduled configuration backup of the Vserver's data and configuration.

Corrective Action

The system attempts to recover by restarting the Vserver DR process. Use the "debug process show -process-name vserverdr" command in the diagnostic privilege level to check whether the Vserver DR process has successfully restarted. If the process does not restart within the threshold number of retries, an AutoSupport(tm) message will be sent. If your system is not configured to send AutoSupport messages and the process has not automatically recovered, contact NetApp technical support.

Syslog Message

The Vserver DR process with ID %d exited as a result of %s. The system will attempt to restart it.

Parameters

id (INT): Process identifier.

cause (STRING): Plain text description of why the process exited.

spm.yplibind events

spm.yplibind.process.exit

Severity

ALERT

Description

This message occurs when the NIS client binding daemon 'ypbind' involuntarily exits. This error can have one or more causes and might be related to some recent or previous operations. The termination of this daemon will affect all NIS-based services provided by the controller. In particular, it will no longer be possible to use NIS as a name service source for name lookups.

Corrective Action

While this problem persists, unconfigure NIS as a name service source in the name service switch database. For passwd, group, or netgroup lookups, use an alternative name service source, such as LDAP or files. The system attempts to recover by restarting the subsystem. If the subsystem does not recover within the threshold number of retries, then an AutoSupport(tm) message is sent. If your system is not configured to send AutoSupport messages and the issue persists, contact NetApp technical support.

Syslog Message

NIS client binding daemon 'ypbind' with ID %d exited as a result of signal %s. The service will attempt to restart.

Parameters

id (INT): Process identifier.

cause (STRING): Reason the process exited.

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