



## **spmgmt events**

### ONTAP EMS reference

NetApp  
November 19, 2025

# Table of Contents

- spmgmt events ..... 1
  - spmgmt.driver events ..... 1
    - spmgmt.driver.hourly.stats ..... 1
    - spmgmt.driver.mailhost ..... 1
    - spmgmt.driver.network.failure ..... 1
    - spmgmt.driver.timeout ..... 2

# spmgmt events

## spmgmt.driver events

### spmgmt.driver.hourly.stats

#### Severity

ERROR

#### Description

This message occurs when the system encounters an error while trying to get hourly statistics from the Service Processor (SP). The error could be due 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 online. 2. If the SP is online and this message persists, run the 'system service-processor reboot-sp' command at the Data ONTAP prompt to reboot the SP.

#### Syslog Message

The software driver for the Service Processor (SP) detected a problem: %s.

#### Parameters

**reason** (STRING): Reason for this failure.

### spmgmt.driver.mailhost

#### Severity

ERROR

#### Description

This message occurs when the Service Processor (SP) setup cannot connect to the mailhost specified in Data ONTAP®.

#### Corrective Action

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

#### Syslog Message

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

#### Parameters

(None).

### spmgmt.driver.network.failure

#### Severity

ERROR

## Description

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

## 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 has autonegotiation enabled.

## Syslog Message

The network configuration of the Service Processor (SP) failed due to cable or network errors.

## Parameters

(None).

## spmgmt.driver.timeout

## Severity

ERROR

## Description

This message occurs when there is a failure during communication with the Service Processor (SP) firmware. The failure could be due to a communication error with the SP or the SP might not be operational.

## Corrective Action

1. Issue the 'system service-processor show' command at the Data ONTAP® prompt to check whether the SP is online.
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. 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 Service Processor (SP) detected a problem: %s.

## Parameters

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

## Copyright information

Copyright © 2025 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.