



aws events

ONTAP EMS reference

NetApp
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aws events

aws.dev events

aws.dev.diskFailure

Severity

ERROR

Description

This message occurs when ONTAP® is running as an instance in Amazon Web Services (AWS), and a data disk failure occurs because of an I/O hang. ONTAP marks the disk as broken and marks the data aggregate as partial or degraded.

Corrective Action

Detach the failed device from the AWS instance.

Syslog Message

Disk failure detected after I/O to device %s hung for %d seconds.

Parameters

dev (STRING): Name of the device.

timeout (INT): Number of seconds the disk is hung.

aws.dev.diskNotUnique

Severity

ERROR

Description

This message occurs when Data ONTAP® is running as an instance in Amazon Web Services (AWS), and the volume being added has a UUID that is already used by the attached volumes. This usually happens when the user creates a Snapshot® copy from a volume, creates the volume from this copy and then tries to attach the volume to the instance.

Corrective Action

Detach the being added duplicate UUID device from the AWS instance.

Syslog Message

The volume #%d(%s) being added has a duplicate UUID which is already used by the attached volume #%d(%s).

Parameters

curr_unit (INT): Unit number of the device which is being attached.

curr_devname (STRING): Name of the device which is being attached.

orig_unit (INT): Unit number of the original device which is being duplicated.

orig_devname (STRING): Name of the original device which is being duplicated.

aws.dev.limitExceeded

Severity

ERROR

Description

This message occurs when Data ONTAP® is running as an instance in Amazon Web Services (AWS), and the volume being added is attached to an unsupported device name. Data ONTAP supports attaching a maximum of 51 Elastic Block Storage (EBS) volumes to a single instance. Supported device names are xvdf-xvdz, xvdaa-xvdaz, and xvdba-xvdbd.

Corrective Action

Detach the unsupported device from the AWS instance.

Syslog Message

The volume being added is attached to an unsupported device name `##d(%)s`. Data ONTAP supports attaching a maximum of 51 device volumes to a single instance. Supported device names are xvdf-xvdz, xvdaa-xvdaz, and xvdba-xvdbd.

Parameters

unit (INT): Device unit number.
devname (STRING): Device name.

aws.instance events

aws.instance.metadata.fail

Severity

ERROR

Description

This message occurs when instance metadata retrieval fails on a hypervisor hosting an Amazon Web Services (AWS) ONTAP instance. The Instance Metadata Service (IMDS) is not reachable at this time. Failure to retrieve the instance metadata indicates issues with the hypervisor.

Corrective Action

This error indicates an issue with the AWS environment. Contact AWS technical support for further assistance. Stopping and starting the instance can also resolve the issue because the instance will typically be relaunched on a different host.

Syslog Message

IMDS%s request fails to retrieve AWS instance metadata: %s.

Parameters

IMDS_Version (STRING): Metadata request version that generates this event.
metadataType (STRING): Metadata request type that generates this event.

aws.nic events

aws.nic.noTxIntr

Severity

ALERT

Description

This message occurs when Data ONTAP® is running in Amazon Web Services (AWS) and a network interface stops processing packets at the beginning of system boot.

Corrective Action

If the issue persists, reboot the node. If reboot does not help, contact NetApp technical support for troubleshooting assistance.

Syslog Message

No TX interrupt on NIC '%s' for %u seconds.

Parameters

nicName (STRING): Network interface or port name.
secElapsed (INT): Seconds elapsed since the last send interrupt.
sigCnt (INT): Number of signals sent to the back-end host OS.
reqPending (INT): Number of outstanding send requests.
reqTotal (INT): Number of total send requests.
respPending (INT): Number of outstanding responses.
respTotal (INT): Number of total responses.
evtBackend (INT): Number of back-end events.
evtFrontend (INT): Number of front-end events.

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