



connectx events

ONTAP EMS reference

NetApp
May 13, 2026

Table of Contents

- connectx events 1
 - connectx.cmdinterface events 1
 - connectx.cmdInterface.hung 1
 - connectx.fatalerror events 1
 - connectx.fatalError 1
 - connectx.ibcabledetected events 1
 - connectx.IbCableDetected 1
 - connectx.iblinkretrainnotreqd events 2
 - connectx.IBLinkRetrainNotReqd 2
 - connectx.iblinkretrainreqd events 2
 - connectx.IBLinkRetrainReqd 2
 - connectx.ibqsfpdumpctrl events 3
 - connectx.IbQsfpDumpCtrl 3
 - connectx.ibqsfpdumpdata events 3
 - connectx.IbQsfpDumpData 3
 - connectx.ibretimerfailcount events 4
 - connectx.IbRetimerFailCount 4
 - connectx.ibretimerprogrmpass events 4
 - connectx.IbRetimerProgrmPass 4
 - connectx.ibretimerskipprogrm events 5
 - connectx.IbRetimerSkipProgrm 5
 - connectx.ibunsupportcable events 5
 - connectx.IbUnsupportCable 5
 - connectx.portdisabled events 5
 - connectx.portDisabled 5

connectx events

connectx.cmdinterface events

connectx.cmdInterface.hung

Severity

NOTICE

Description

This message occurs when the command interface of ConnectX HA interconnect hardware is temporarily hung. If the command interface fails to recover, the HA interconnect goes down.

Corrective Action

Typically, the command interface recovers after a few seconds. If not, an AutoSupport message is generated when the HA interconnect goes down.

Syslog Message

HA interconnect ConnectX hardware command interface is temporarily hung.

Parameters

(None).

connectx.fatalerror events

connectx.fatalError

Severity

ERROR

Description

This message occurs when a fatal error is polled from the ConnectX(tm) InfiniBand® adapter. Controller failover will be disabled.

Corrective Action

Contact NetApp technical support. ConnectX registers have been dumped to the /etc/mlxlog/ConnectX_regdump file.

Syslog Message

HA interconnect HBA failure, ConnectX fatal error was polled.

Parameters

(None).

connectx.ibcabledetected events

connectx.IbCableDetected

Severity

INFORMATIONAL

Description

This message occurs when an InfiniBand cable is detected on the InfiniBand port.

Corrective Action

(None).

Syslog Message

Detected %s of length %dM on InfiniBand port %s.

Parameters

cable_type (STRING): InfiniBand cable type.

cable_length (INT): Length of the InfiniBand cable in meters.

port_str (STRING): InfiniBand port in which the cable is plugged.

connectx.iblinkretrainnotreqd events

connectx.IBLinkRetrainNotReqd

Severity

INFORMATIONAL

Description

This message occurs when the software detects that the previous InfiniBand link training was successful.

Corrective Action

(None).

Syslog Message

InfiniBand Link training was successful for ConnectX in slot %d, port %d.

Parameters

pcie_slot (INT): PCIe slot in which ConnectX is present.

port_num (INT): Port number where the success was detected.

connectx.iblinkretrainreqd events

connectx.IBLinkRetrainReqd

Severity

NOTICE

Description

This message occurs when the software detects that the previous InfiniBand link training was unsuccessful.

Corrective Action

(None).

Syslog Message

InfiniBand Link training failed for ConnectX in slot %d, port %d. Link Retraining Request status %d.

Parameters

pcie_slot (INT): PCIe slot in which ConnectX is present.
port_num (INT): Port number where the issue was detected.
status (INT): Status of the link retraining request.

connectx.ibqsfpdumpctrl events

connectx.IbQsfpDumpCtrl

Severity

ERROR

Description

This message occurs when InfiniBand retimer programming fails due to a quad small form-factor pluggable (QSFP) transceiver register dump failure, causing the control registers of QSFP to be dumped.

Corrective Action

Automatic retry of InfiniBand retimer programming will be done and an AutoSupport(tm) message will be generated if two retries fail.

Syslog Message

InfiniBand retimer programming failed on port %s due to %s. Dumping registers: control 0x%0x, data 0x%0x, timeout 0x%0x, clock 0x%0x.

Parameters

port_str (STRING): InfiniBand port in which the cable is plugged.
reason (STRING): Reason for the failure of InfiniBand retimer programming.
ctrlreg (INTHEX): Contents of the QSFP control register in hexadecimal notation.
datareg (INTHEX): Contents of the QSFP data register in hexadecimal notation.
timeoutreg (INTHEX): Contents of the QSFP timeout register in hexadecimal notation.
clockreg (INTHEX): Contents of the QSFP clock register in hexadecimal notation.

connectx.ibqsfpdumpdata events

connectx.IbQsfpDumpData

Severity

ERROR

Description

This message occurs when InfiniBand retimer programming fails due to a quad small form-factor pluggable (QSFP) transceiver parse error, and 128 bytes of QSFP data are dumped.

Corrective Action

Automatic retry of InfiniBand retimer programming will be done and an AutoSupport(tm) message will be generated if two retries fail.

Syslog Message

InfiniBand retimer programming failed on port %s due to %s. Dumping registers: %s.

Parameters

port_str (STRING): InfiniBand port in which the cable is plugged.

reason (STRING): Reason for the failure of InfiniBand retimer programming.

qsfp_data (STRING): Contents of QSFP data registers from offset 128 to 256 in hexadecimal notation.

connectx.ibretimerfailcount events

connectx.IbRetimerFailCount

Severity

ERROR

Description

This message occurs when InfiniBand retimer programming fails due to one of the following reasons: InfiniBand device not found, GPIO read failure or retimer chip failure.

Corrective Action

Automatic retry of InfiniBand retimer programming will be done and an AutoSupport(tm) message will be generated if two retries fail.

Syslog Message

InfiniBand retimer programming failed on port %s due to %s.

Parameters

port_str (STRING): InfiniBand port in which the cable is plugged.

reason (STRING): Reason for the failure of InfiniBand retimer programming.

connectx.ibretimerprogrmpass events

connectx.IbRetimerProgrmPass

Severity

INFORMATIONAL

Description

This message occurs when InfiniBand retimer programming is successfully completed after the system detects that a cable is plugged in.

Corrective Action

(None).

Syslog Message

InfiniBand retimer programming was successful on port %s.

Parameters

port_str (STRING): InfiniBand port in which the cable is plugged.

connectx.ibretimerskipprogrm events

connectx.IbRetimerSkipProgrm

Severity

INFORMATIONAL

Description

This message occurs when InfiniBand retimer programming is skipped after the system detects that a cable is plugged in, because there was no change in the cable's type and length.

Corrective Action

(None).

Syslog Message

InfiniBand retimer programming was skipped on port %s for %s cable.

Parameters

port_str (STRING): InfiniBand port in which the cable is plugged.

cable_type (STRING): InfiniBand cable type.

connectx.ibunsupportcable events

connectx.IbUnsupportCable

Severity

ERROR

Description

This message occurs when an unsupported InfiniBand cable is detected on the InfiniBand port.

Corrective Action

Unplug the unsupported InfiniBand cable and plug in a supported cable. Search the support site "Hardware Universe" for information about supported InfiniBand cables.

Syslog Message

Detected unsupported %s on InfiniBand port %s.

Parameters

cable_type (STRING): InfiniBand cable type.

port_str (STRING): InfiniBand port in which the cable is plugged.

connectx.portdisabled events

connectx.portDisabled

Severity

ALERT

Description

This message occurs when the HA interconnect port experiences persistent node advertisement send timeouts. Port reinitialization does not correct the problem. The port is disabled.

Corrective Action

Reboot the controller. Contact NetApp technical support if the problem persists.

Syslog Message

Node advertisement send timed out for the ConnectX device in slot %d, port %d. The port is disabled.
Device registers have been dumped to the /etc/mlxlog/ConnectX_regdump file.

Parameters

phys_slot (INT): Physical slot in which ConnectX is present.

port_num (INT): Port number that is disabled.

Copyright information

Copyright © 2026 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.