



de events

ONTAP EMS reference

NetApp
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de events

de.callhome events

de.callhome.invoke

Severity

NOTICE

Description

This message occurs when you invoke an AutoSupport® message on the AI Data Engine, and the "type" of that message is set to "test". This message contains very little content and is intended for testing AutoSupport® end-to-end. If your system is configured to do so, it generates and transmits an AutoSupport (or 'call home') message to NetApp technical support and to the configured destinations. Successful delivery of an AutoSupport message significantly improves problem determination and resolution.

Corrective Action

(None).

Syslog Message

Call home for AI Data Engine: %s

Parameters

subject (STRING): AI Data Engine AutoSupport subject or title for this event.

de_uuid (STRING): AI Data Engine UUID.

payload_path (STRING): Path to the ASUP payload in the shared directory.

sequence (LONGINT): Sequence number to use to generate this AutoSupport. Use the value "0" to auto-generate the next AutoSupport sequence number.

dcn_sequence (LONGINT): DCN sequence number.

URI (STRING): Alternate destination for this ASUP. If this is set, this ASUP is delivered to this alternate destination.

de.callhome.invoke.all

Severity

NOTICE

Description

This message occurs when you invoke an AutoSupport® message on the AI Data Engine, and the "type" of that message is set to "all". For the benefit of technical support, the message also contains troubleshooting content, which might lengthen the collection time required. If your system is configured to do so, it generates and transmits an AutoSupport (or 'call home') message to NetApp technical support and to the configured destinations. Successful delivery of an AutoSupport message significantly improves problem determination and resolution.

Corrective Action

(None).

Syslog Message

Call home for AI Data Engine: %s

Parameters

subject (STRING): AI Data Engine AutoSupport subject or title for this event.

de_uuid (STRING): AI Data Engine UUID.

payload_path (STRING): Path to the ASUP payload in the shared directory.

sequence (LONGINT): Sequence number to use to generate this AutoSupport. Use the value "0" to auto-generate the next AutoSupport sequence number.

dcn_sequence (LONGINT): DCN sequence number.

URI (STRING): Alternate destination for this ASUP. If this is set, this ASUP is delivered to this alternate destination.

de.callhome.management.log

Severity

NOTICE

Description

This message occurs when the MANAGEMENT_LOG AutoSupport or 'call home' event is sent for the AI Data Engine. This message occurs on a daily basis and is sent from the AI Data Engine only. Information is sent to NetApp technical support to ensure that subsequent communications work and to enable operations analysis. Some results of these analysis might include recommendations on upgrades, firmware changes, and configuration changes to improve the reliability and performance of the node. If your node is configured to do so it generates and transmits an AutoSupport (or 'call home') to NetApp technical support and to the configured destinations on a daily basis. Successful delivery of an AutoSupport message significantly improves problem determination and resolution.

Corrective Action

(None).

Syslog Message

Call home for AI Data Engine MANAGEMENT_LOG

Parameters

subject (STRING): AI Data Engine AutoSupport subject or title for this event.

de_uuid (STRING): AI Data Engine UUID.

payload_path (STRING): Path to the ASUP payload in the shared directory.

sequence (LONGINT): Sequence number to use to generate this AutoSupport. Use the value "0" to auto-generate the next AutoSupport sequence number.

dcn_sequence (LONGINT): DCN sequence number.

de.callhome.performance.data

Severity

NOTICE

Description

This message occurs when the Performance Data AutoSupport or 'call home' event is sent for the AI Data Engine. Information is sent to NetApp technical support to ensure that subsequent communications work and to enable operations analysis. Some results of these analysis might include recommendations on upgrades, firmware changes, and configuration changes to improve the reliability and performance of the system. If your system is configured to do so, it generates and transmits an AutoSupport (or 'call home') message to NetApp technical support and to the configured destinations. Successful delivery of an AutoSupport message significantly improves problem determination and resolution.

Corrective Action

(None).

Syslog Message

Call home for AI Data Engine PERFORMANCE DATA

Parameters

subject (STRING): AI Data Engine AutoSupport subject or title for this event.

de_uuid (STRING): AI Data Engine UUID.

payload_path (STRING): Path to the ASUP payload in the shared directory.

sequence (LONGINT): Sequence number to use to generate this AutoSupport. Use the value "0" to auto-generate the next AutoSupport sequence number.

dcn_sequence (LONGINT): DCN sequence number.

de.callhome.performance.snap

Severity

NOTICE

Description

This message occurs when you invoke an AutoSupport® message on the AI Data Engine, and the "type" of that message is set to "performance". This message contains the performance snapshot of the AI Data Engine. Information is sent to NetApp technical support to ensure that subsequent communications work and to enable operations analysis. Some results of these analysis might include recommendations on upgrades, firmware changes, and configuration changes to improve the reliability and performance of the system. If your system is configured to do so, it generates and transmits an AutoSupport (or 'call home') message to NetApp technical support and to the configured destinations. Successful delivery of an AutoSupport message significantly improves problem determination and resolution.

Corrective Action

(None).

Syslog Message

Call home for AI Data Engine PERFORMANCE SNAPSHOT

Parameters

subject (STRING): AI Data Engine AutoSupport subject or title for this event.

de_uuid (STRING): AI Data Engine UUID.

payload_path (STRING): Path to the ASUP payload in the shared directory.

sequence (LONGINT): Sequence number to use to generate this AutoSupport. Use the value "0" to auto-generate the next AutoSupport sequence number.

dcn_sequence (LONGINT): DCN sequence number.

URI (STRING): Alternate destination for this ASUP. If this is set, this ASUP is delivered to this alternate destination.

de.callhome.weekly

Severity

NOTICE

Description

This message occurs when the weekly AutoSupport or 'call home' event is sent for the AI Data Engine. Information is sent to NetApp technical support to ensure that subsequent communications work and to enable operations analysis. Some results of these analysis might include recommendations on upgrades, firmware changes, and configuration changes to improve the reliability and performance of the system. If your system is configured to do so, it generates and transmits an AutoSupport (or 'call home') message to NetApp technical support and to the configured destinations. Successful delivery of an AutoSupport message significantly improves problem determination and resolution.

Corrective Action

(None).

Syslog Message

Call home for AI Data Engine WEEKLY_LOG

Parameters

subject (STRING): AI Data Engine AutoSupport subject or title for this event.

de_uuid (STRING): AI Data Engine UUID.

payload_path (STRING): Path to the ASUP payload in the shared directory.

sequence (LONGINT): Sequence number to use to generate this AutoSupport. Use the value "0" to auto-generate the next AutoSupport sequence number.

dcn_sequence (LONGINT): DCN sequence number.

de.job events

de.job.failure

Severity

ERROR

Description

This message occurs when a job in AIDP fails to complete successfully. An EMS event will be logged every time a job moves to failure state.

Corrective Action

Check the description of the job that has failed and retry the workflow if necessary. For example, if the workspace creation job failed, check which sub-job or task caused the failure and retry the workflow. The following API shows all details of the job - `/data-engine/jobs/{uuid}` where uuid is jobId param.

Syslog Message

Job failure event for AIDP with id: %s, owner: %s, description: %s, user/group: %s, severity: %s, createTime: %s, resource UUID: %s, resource name: %s, resource type: %s, job ID: %s, job name: %s, job type: %s, job state: %s

Parameters

id (STRING): Event ID of the job failure event.

owner (STRING): Owner of the event.

description (STRING): Description of the job failure event.

userOrGroup (STRING): User or group that owns the job failure event.

severity (STRING): Severity of the event.

createTime (STRING): Creation time.

resourceUUID (STRING): ID of the resource - workspace, data collection, policy ID etc.

resourceName (STRING): Name of the resource.

resourceType (STRING): Resource type of the event - workspace, data collection, policy etc.

jobId (STRING): Job ID of the job that failed.

jobName (STRING): Name of the job that failed.

jobType (STRING): Job type of the job that failed.

jobState (STRING): Job state of the job that failed.

attributes (STRING): Dynamic attributes related to the job failure event. It can be anything like size, space, usage etc.

visibility (STRING): To whom the event is visible.

de.pod events

de.pod.crashloopbackoff

Severity

ERROR

Description

This message occurs when a Kubernetes pod in AI Data Engine (AIDE) enters CrashLoopBackOff state.

Corrective Action

Contact NetApp technical support.

Syslog Message

Pod %s in CrashLoopBackOff state. Container: %s, Restart Count: %s, Service: %s.

Parameters

podName (STRING): Name of the pod.

containerName (STRING): Name of the container within the pod in CrashLoopBackOff state.

restartCount (STRING): Number of times the pod has restarted.

serviceName (STRING): Name of the impacted service.

createTime (STRING): Event creation time.

de.storage events

de.storage.vol.full

Severity

ERROR

Description

This message occurs when ONTAP volume used by AI Data Engine (AIDE) is close to full capacity.

Corrective Action

Monitor the volume usage. If the usage percentage continues to rise, Contact NetApp technical support.

Syslog Message

Volume %s is at %s percent used capacity used by %s service.

Parameters

volumeName (STRING): Name of the volume.

usagePercentage (STRING): Percentage usage of the volume.

serviceName (STRING): Name of the impacted service.

createTime (STRING): Event creation time.

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