



## **platform events**

### ONTAP EMS reference

NetApp  
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# platform events

## platform.chsismobonamediff events

### platform.ChsisMoboNameDiff

#### Severity

ERROR

#### Description

This message occurs when the product name on the chassis is different from the one on the controller.

#### Corrective Action

Place the controller in a compatible chassis.

#### Syslog Message

The product names on the chassis (%s) and the controller (%s) are different. Contact NetApp technical support to resolve this.

#### Parameters

**prodNameChsis** (STRING): Product name on the chassis.  
**prodNameCtrlr** (STRING): Product name on the controller.

## platform.dimmconfigerror events

### platform.dimmConfigError

#### Severity

ALERT

#### Description

This message occurs when the DIMM configuration of the controller is different from the configuration supported by this model. This often occurs when an incorrect DIMM memory size is used in a DIMM slot.

#### Corrective Action

Place correctly sized and supported DIMMs in the designated slots. For replacement instructions, search the NetApp technical support website using the keywords "replacing", "DIMM", and "system".

#### Syslog Message

Memory DIMM configuration mismatch in slots %s.

#### Parameters

**slots** (STRING): List of slots with the incorrect DIMM.

## platform.insufficientmemory events

## platform.insufficientMemory

### Severity

EMERGENCY

### Description

This message occurs when there is not enough system memory for the system to function, likely due to slots that contain incorrect, failed, or missing DIMMs.

### Corrective Action

Replace the incorrect, failed, or missing DIMMs.

### Syslog Message

Not enough system memory for the system to function. Detected %d GB, expected %d GB. Check DIMMs slots %s.

### Parameters

**mem\_detected** (INT): Amount of system memory that was detected.

**mem\_expected** (INT): Amount of system memory that this model supports.

**slots** (STRING): List of slots with incorrect, failed, or missing DIMMs.

## platform.nopartnerpresent events

### platform.noPartnerPresent

### Severity

NOTICE

### Description

This message occurs when the HA partner's presence cannot be read via the GPIO ports on the controller.

### Corrective Action

(None).

### Syslog Message

Controller partner's presence could not be read via GPIO. Read partner ID: %d.

### Parameters

**partner\_id** (INT): The partner ID that was read from the GPIO pins.

## platform.reducedmemory events

### platform.reducedMemory

### Severity

ALERT

### Description

This message occurs when system memory is less than expected for this model, likely due to slots that contain incorrect, failed, or missing DIMMs.

**Corrective Action**

Replace the incorrect, failed, or missing DIMMs.

**Syslog Message**

System memory (%d GB) is less than expected (%d GB). Check DIMMs slots %s.

**Parameters**

**mem\_detected** (INT): Amount of system memory that was detected.

**mem\_expected** (INT): Amount of system memory that this model supports.

**slots** (STRING): List of slots with incorrect, failed, or missing DIMMs.

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